



Position: Entry Level Customer Relations Specialist
Reports To: Assistant Manager Stores and Customer Relations

FLSA Status: Non- Exempt
Pay Rate: \$18.00/hour

This is a Temporary role that requires the flexibility to work irregular hours. Benefits are limited to paid holidays, medical and dental coverage. The position start date is October 17, 2016. The position end date is February 3, 2017.

REQUIRED: Bilingual in Spanish

We have openings in the following locations:

**New Britain/East Hartford
New Haven
Stamford
Norwich**

Interested and qualified applicants should submit their resume and a cover letter confirming ability to speak fluent Spanish to HRinbox.CTHIX@ct.gov with Entry-Level CRS in the Subject Line.

Summary

The Entry Level Customer Relations Specialist will assist customers in person with the online process to access, understand, and complete health insurance applications during the 2016-17 Open Enrollment Period. The Entry Level Customer Relations Specialist will be trained on the use of Access Health CT's Enrollment website and the Affordable Care Act in order to provide excellent customer service to our client base.

Essential Duties and Responsibilities

During Open Enrollment:

- Educate customers in New Britain and New Haven storefronts and/or other locations and venues on the opportunities available to obtain healthcare insurance under the Affordable Care Act.
- Assist customers through the online process to apply for, reapply for, or change health care insurance coverage using the Access Health CT website
- Provide daily statistics to the Store Assistant Manager.
- Provide detailed information for issues recurring frequently and offer suggestions for resolution where applicable.
- Utilize Worker Portal/Admin Tool to resolve escalated issues.
- Attends all team training sessions
- Other duties as required

Outside of Open Enrollment:

This role is responsible for resolving escalated issues affecting the enrollment of customers in the Access Health CT Exchange System outside of Open Enrollment (if extended).

- Resolve service problems using independent judgment. If necessary, must access other sources for input, including, but not limited to insurance carriers, legal department, or other entities: clarifies the customer's complaint; determines the cause of the problem; selects and explains the best solution to solve the problem; expedites correction or adjustment; following up to ensure resolution.
- Independently interact with AHCT clients and various internal/external business partners to provide timely and complete resolution to inquiries/requests within established timeframes.
- Speak directly with customers, and other agents via telephone; must have ability to build rapport and diffuse difficult conversations through soft skills and active listening.
- Collect customer information and analyze customer needs via telephone.

- Gather information, research/resolve inquiries based on policy, procedures, ACA regulations and logs customer calls.
- Assist with complaints, errors, enrollment questions, billing, and cancellations.
- Assist other team members handling customer issues, as needed.
- Attends all team training sessions
- Other duties as required

Qualifications: the requirements listed below are representative of the knowledge, skill, and/or ability required.

- Associates degree or equivalent work experience
- Bilingual in Spanish
- 1+ years of experience in customer service including systems and processes within the health insurance industry a plus.
- Outstanding customer service skills.
- Must pass AHCT system certification testing annually.
- Ability to develop a clear understanding and working knowledge of the AHCT marketplace system.
- Ability to handle stressful situations and work together in a rapidly changing environment.
- Efficient and accurate data entry skills
- Proficiency in understanding and using computer systems.
- Excellent verbal/written communication skills (including grammar, punctuation, and spelling), and organizational skills.
- Strong communication and interpersonal skills.
- Must have reliable transportation and willingness to travel to locations in CT if needed
- Must pass a mandatory background check.
- Ability to evaluate complex problems and draw conclusions.

Physical Demands: the physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, hear, use hands to type data, and utilize a phone or other electronic communication devices. This employee may occasionally have to operate business machines. Specific vision abilities required in this job include close vision and the ability to adjust focus.

Work Environment: the noise level in the work environment is usually moderate. Requires ability to deal with stressful situations and interact with the public.

About: AHCT supports health reform efforts at the state and national level that provide CT residents with better health, and an enhanced and more coordinated health care experience at a reasonable, predictable cost. Its mission is to increase the number of insured residents, improve health care quality, lower costs and reduce health disparities through an innovative, competitive marketplace that empowers consumers to choose the health plan and providers that give them the best value.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

Equal Opportunity and Affirmative Action Employer