



Position Title: Community Support Unit Specialist

Reports To: Community Support Unit Manager

Location: Denver, CO

Connect for Health Colorado is the state-based health insurance marketplace and support network that allows individuals, families and small employers to compare and purchase health plans from companies including the major health plans in the state in a convenient way. We provide high quality customer assistance by phone and in person, as well as access to federal financial assistance to reduce the cost of health insurance. Our mission is to increase access, affordability, and choice for individuals and small employers purchasing health insurance in Colorado.

Position Summary:

This position provides enhanced customer service for the Connect for Health Colorado Community Support team. He/she is expected to provide professional customer service, trouble shooting, resolution, and case maintenance activities, including new applications, change reports, redeterminations and verifications. Additionally, this position will provide eligibility and enrollment support to county human services offices and other community organizations and will also be expected to support the customer call center when needed.

Position Responsibilities:

- Positively contribute to a production-based environment to support CSU goals and C4HCO mission.
- Maintain expert knowledge of county and state systems (e.g. Colorado Benefits Management System (CBMS)) and eligibility requirements for all Medical Assistance programs.
- Maintain expert knowledge of Connect for Health Colorado's eligibility and enrollment platforms, including program eligibility requirements.
- Work collaboratively with call center and provide customer service support as needed as well as process all required work following all related policies, procedures, and state and federal rules.
- Support complex customer service scenarios with the ability to identify, solve, and communicate resolution tactics with team members.
- Identify trends and escalate issues to management in a timely manner, minimizing risk and improving customer experience and be a resource and escalation point for other frontline technicians.
- Create, submit and monitor resolution help desk tickets.
- Handle phone calls and emails from county eligibility workers and community organizations and resolve issues/inquiries within team SLA and ensure SLA objectives and performance metrics are met.

- Self-motivated, driving projects to completion, and working in a team environment.
- When needed, provide in-person support at community or enrollment events.
- Other duties as assigned.

Position Requirements:

- 2-years' work-related experience in a Customer Service Center or back office environment.
- High level of empathy; excellent soft skills and customer service best practices
- Excellent oral and written communication skills with ability to handle difficult conversations and reach problem resolution
- A high school diploma or equivalent
- Proven experience in customer service, data entry, and independently resolving complex situation
- Six-months of related call center/over the phone customer service experience preferred
- Proven problem-solving skills and attention to detail
- Strong organizational, time management, and problem-solving skills
- Strong sense of professionalism and active listening skills
- Knowledge of Microsoft Office: Excel, Word, Outlook
- Must be willing to submit and successfully pass a criminal background check

Preferred Skills:

Bi-lingual in English and Spanish a plus. Prior experience with CBMS and/or Connect for Health Colorado's eligibility and enrollment systems strongly preferred.

Work Environment:

- Typical office setting; the Connect for Health Colorado office is in the DTC area of Denver, near the intersection of I-25 & I225
- Work hours may vary from week to week (approximately 40 hours/week)
- Work schedule will include some non-traditional hours, weekends and evening events
- Current remote environment

Compensation:

Connect for Health Colorado offers a competitive salary and benefits package. Using Connect for Health Colorado's annual benefits allowance, employees may elect from various benefit offerings and tailor a package to best suit their individual needs. Connect for Health Colorado employees are eligible to participate in the organization's 403(b) plan and are additionally provided with paid time off, short and long term disability and life insurance.

To Apply:

Please e-mail resume, cover letter, salary history, and three (3) references to hire@chco.com. Please include position title in the subject line. No phone calls please.

Connect for Health Colorado is an equal opportunity employer (EOE). Connect for Health Colorado may, at its discretion, conduct a background check on any workforce member and/or require job candidates to successfully complete a background check as a condition of employment.
