



Job Description

Title: Broker Support Service Supervisor
Department: Customer Service/Operations

FLSA Status: Exempt

Position Summary

The Broker Support Service Supervisor supervises the Broker Support team that investigates and resolve issues affecting enrollment of consumers in the Access Health CT Exchange system received from brokers. S/he oversees the resolution process and ensures that each team member provides timely daily closures of escalated consumer inquiries. Supports management with training of brokers, CACs and ICAC and the certification process for open enrollment. This position reports to the Manager of Enrollment Support Services and has supervisory responsibilities of Broker Support Representatives.

Essential Duties and Responsibilities

- Supervise Broker Support Representatives in providing a high level of customer service to brokers, CACs, ICAC and all external and internal customers
- Hold Broker Support Representatives responsible for closing/resolving issues in a timely manner and assists with technical issues as needed
- Responsible for managing the resolution of escalated issues brought forth by brokers on behalf of their client.
- Provide timely feedback to staff to support growth and improve performance
- Apply good judgment and discretionary authority to accept or approve changes in applications
- Participate in the hiring, training, and evaluation of staff
- Create and perfect internal processes and procedures for the team
- Research, verify and validate decisions made by Broker Support Representatives on complex, escalated issues
- Ensure resolutions by Broker Support Representatives are completed within established timelines
- Obtain a clear understanding and working knowledge of the application submission(s) system
- Act as an Exchange System Specialist and Subject Matter Expert (SME)
- Partner with Customer Service Supervisor(s) as needed to resolve issues
- Support operational readiness via system testing support, progress status checks, and process gap reviews/resolution
- Attend all team-training sessions
- Work closely with Field Service Manager to prepare for Open Enrollment, including training for Brokers, CAC and ICAC
- Partner with the Quality Assurance Specialist regarding repeat issues, opportunities for system fixes, and training of staff
- Other duties as required

Staff Management:

- Attend all required management training
- Review and approve time sheets
- Hold employees accountable for reaching their goals
- Prepare mid-year and annual performance reviews
- Meet weekly with staff and conduct bi-weekly 1:1s.

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

- BS in Business or BS/BA in a related topic or equivalent experience
- **2 years of experience as a supervisor preferred**
- **3 years of experience in customer service including systems and processes within the health insurance industry a plus**
- Bilingual a plus.
- Competent in Microsoft Office system
- Excellent communication, interpersonal, negotiation and organizational skills.
- Strong ability to evaluate complex problems and draw conclusions
- Demonstrated strength in developing, documenting, maintaining, and explaining procedures/processes and/or solving problems
- CT Life and Health Insurance license preferred but not required

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: this is an in-office role in which the noise level in the work environment is usually low. Requires fast-paced deadlines and has a high stress at times. Requires minimal travel within CT.

To Apply: Send resume and letter of interest to HRinbox.CTHIX@ct.gov with the job title in the subject line. Only internal applicants are being considered through June 21, 2018.

Equal Opportunity and Affirmative Action Employer

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