



Job Description

Job Title: Training and Quality Assurance Manager
Reports to: Director of Operations
Department: Operations

FLSA Status: Exempt
Grade: 16

Summary /Overview

The Training and Quality Assurance (QA) Manager utilizes quality assurance methods to develop and implement Access Health CT's (AHCT) core training, certification curriculum, and educational materials for its staff and partners. The Training & QA Manager aims to reduce customer issues through improved training materials or protocols and through oversight of the use and functionality of AHCT's Learning Management System (LMS). The Training & QA Manager has supervisory responsibilities and reports to the Director of Operations.

Essential Duties and Responsibilities:

- Plan, develop, coordinate and evaluate comprehensive training/education programs for AHCT staff, call center partners, brokers, Certified Application Counselors (CAC's), and outreach workers, including the recertification for CACs, brokers, enrollment specialists, and other partner organizations.
- Use quality assurance methodologies to isolate customer grievance issues, investigate trends in cause, and make recommendations to Customer Service management or other appropriate party to prevent issues from reoccurring.
- Analyze trends of customer service issues, determine source of issues and work with appropriate party to resolve.
- Create and maintain a procedures manual on fundamental training department procedures
- Modify training curriculum to improve results of quality assurance checks.
- Train employees and business partners to deliver quality customer service through establishing customer service procedure trainings.
- Establish and coordinate the training calendar.
- Monitor and evaluate instructor performance and training outcomes; adjust training as necessary to improve outcomes
- Partner with IT during system updates to modify core training modules as necessary.
- Create and standardize customer service's data entry process to improve efficiencies through creation of uniform scripts for case comments and incident notes.
- Assist in the creation of Jira requests as needed.

- Partner with the Department of Social Services to review and modify Call Center new hire curriculum
- Serve as main point of contact for communication between the training department, IT, Customer Service, Legal, and other departments as applicable.
- Other duties as required

Staff Management:

- Maintain expenses within assigned budget
- Attend all required management training
- Prepare mid-year and annual performance reviews
- Meet weekly with staff and hold bi-weekly 1:1s.
- Hold employees accountable for meeting their goals
- Demonstrate the company's Values

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

- BS/BA in business or a related field and/or equivalent related experience
- 5+ years of experience in business training and development
- 5 years of supervisory experience
- Quality audit experience
- Customer service experience
- Proficiency with the Health Insurance Exchange system expected
- Knowledge of the Affordable Care Act as it pertains to AHCT and its customers expected
- Strong presentation skills; public speaking
- Ability to evaluate problems and draw conclusions
- Ability to conduct research and present written reports, as required
- Competent in Microsoft Office system and internet research.
- Excellent communication, interpersonal, negotiation and organizational skills

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 occasional travel within CT.