



Job Description

Job Title: 1095 Customer Service Supervisor
Reports: Customer Service Manager
Department: Customer Service/Operations

FLSA Status: Exempt
Grade: 14

Summary /Overview

The 1095 Customer Supervisor works with the Customer Relations team to investigate and resolve issues affecting enrollment of consumers in the Access Health CT Exchange system. The primary focus of the role is to ensure high quality customer service and resolution of customer 1095A issues, auditing 1095A updates made by the 1095A team and serving as a subject matter expert (SM) regarding 1095A issues. S/he oversees the resolution process and ensures that each team member provides timely daily closures of escalated consumer inquiries. This position reports to the Customer Service Manager and has supervisory responsibilities of Customer Relations Specialists (CRS).

Essential Duties and Responsibilities

- Supervise Customer Relations Specialists in providing a high level of customer service to all external and internal customers
- Hold Customer Relation Specialists responsible for closing/resolving issues in a timely manner and assists CRS with technical issues as needed.
- Audit 1095A updates and corrections, adhering to tight turnaround times
- Responsible for managing call center issues along with any backlog
- 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
- Provide support to the team by verifying and investigating inquiries submitted to assigned Customer Service consumer queues to ensure resolution
- Independently interact with our clients and various internal/external business partners to provide timely and complete resolution to inquiries/requests within established timeframes
- Must obtain a clear understanding and working knowledge of the application submission(s) system.
- Act as an Exchange System Specialist and Subject Matter Expert (SME)
- Provide support to the other Customer Service Supervisor(s) as needed.
- Support operational readiness via system testing support, progress status checks, and process gap reviews/resolution.
- Support and provide training for new 1095A Customer Service Specialists and Call Center representatives
- Attend all team training sessions.
- Serve as first level representative in handling escalated account inquiries that arise directly from the customer or from high profile vendors and stakeholders such as the Governor's Office, CT Insurance Department (CID), DSS Hearings/Xerox Appeals Department, Public Affairs, Legal Department, Centers of Medicare and Medicaid Services and Department Heads
- Complete reports for upper management as required.
- Responsible for working with other departments as needed to support high level customer service.
- Other duties as required

Staff Management:

- Attend all required management training
- Review and approve time cards and time off requests
- Encourage employee growth and development
- Ensure employee goals are in-line with department goals
- Prepare mid-year and annual performance reviews
- Meet weekly with staff and conduct bi-weekly 1:1s
- Hold employees accountable for meeting goals

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.
- Bilingual a plus.
- **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**
- 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

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 moderate. Requires fast-paced deadlines and has a high stress at times. Minimal travel.

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