



Job Description

Job Title: Mobile Enrollment & Outreach Specialist
Department: Health Equity & Outreach
Reports to: Enrollment & Event Supervisor

FLSA Status: Non-Exempt
Internal Grade: 13

Job Overview:

The Mobile Enrollment & Outreach Specialist plays a critical role in expanding access to health insurance, supporting in-person outreach efforts, and ensuring communities receive timely and effective enrollment assistance. This role involves traveling across the state to community events and organizations, engaging in-person with underserved populations, providing enrollment assistance, and collaborating with internal and external teams to strengthen Access Health CT's mission. Post open enrollment, this position will switch focus from in-person assistance to office work resolving customer 1095-A issues and other customer service issues. The Mobile Enrollment and Outreach Specialist is a dual role that combines expertise in enrollment with community outreach.

The ideal candidate is adaptable, customer-focused individual who is willing to travel and will do well in both community-facing and operational roles.

Responsibilities:

Enrollment Services

- Independently provide in-person enrollment assistance at community events, job centers, fairs, and high-need locations across the state.
- Assist individuals and families with completing applications with high attention to detail and accuracy - Utilize AHCT worker portal equipment and systems for enrollment procedures.
- Provide comprehensive information about healthcare options to consumers
- Address questions and concerns from potential enrollees and members of the community
- Conduct educational presentations to inform individuals and groups specifically about the enrollment process
- Maintain detailed records of all interactions and enrollment progress

- Assist individuals and families in completing applications and troubleshooting enrollment challenges
- Ensure culturally competent communication, supporting diverse communities in accessing health coverage.
- Collaborate with navigators, community partners, and outreach staff to support events and expand community engagement efforts as on-site experts and at community locations.
- Collect surveys, testimonials, and feedback from consumers at events and report insights to the outreach team.
- Track common enrollment barriers or questions faced by consumers and report trends to improve outreach messaging.
- Serve as an extension of the outreach team to identify new opportunities for partnerships or engagement.

Location Management

- Work at assigned static locations including Navigator sites and permanent facilities on a monthly rotation.
- Serve as a mobile resource to ensure timely enrollment support and access especially for underserved populations.
- Travel throughout the state to meet community needs, ensuring a broad and flexible presence statewide.
- Serve various Connecticut communities including but not limited to: Bridgeport, Hartford, New Haven, Stamford, Danbury, Fairfield, Norwalk, Norwich, Bristol, Enfield, Groton, Hamden, Manchester, Meriden, Middletown, Milford, Stamford, Stratford, Torrington, New Britain, New London, Waterbury, West Hartford, West Haven, Willimantic and other major cities.
- Maintain workspace cleanliness and organization.
- Follow all facility-specific protocols and procedures.

Communication and Reporting

- Maintain clear communication with Manager, supervisors, and consumers.
- Track and report daily enrollment statistics in reporting tool.
- Maintain weekly reports on event participation, enrollment metrics, and community feedback.
- Update HubSpot with contacts, partners, and leads.
- Collaborate with other enrollment team members for follow-up coordination.
- Document all consumer interactions and enrollment progress in worker portal.

- Update CRM when collaborating with operations department.
- Participate in regular team meetings and updates.

Health and Safety Protocols

- Implement and maintain COVID-19 safety protocols.
- Maintain sanitation standards between appointments with consumers
- Ensure compliance with all safety guidelines and requirement

1095-A Issue Resolution & Enrollment Issues

- Resolve 1095-A and/or other customer service issues using the following process: collect customer information, clarify the customer's complaint, analyze customer needs, determine the cause of the problem; select and explain the best solution to solve the problem; complete correction or adjustment; follow-up to ensure resolution.
- Utilize Worker Portal/Admin Tool/1095 Portal (HIX Systems)/Utility tool/Dispute portal to resolve escalated issues.
- Log customer calls, case details and resolutions in the CRM.
- Utilize all information sources appropriate to solve the 1095-A issues. These sources include, but are not limited to, insurance carriers, the Exchange's legal department, and other Exchange departments.
- Make outbound calls to consumers regarding their outstanding verification documents.
- May also assist with consumer enrollment issues.

Competencies:

- To perform the job successfully, an individual should demonstrate the following competencies:
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully.
- Oral Communication - Listens and gets clarification; Responds well to questions.
- Written Communication - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; able to read and interpret written information.
- Teamwork - Balances team and individual responsibilities; contributes to building a positive team spirit.
- Professionalism - Accepts responsibility for own actions; follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality.

- Dependability - Follows instructions, responds to management direction; commits to additional work hours when necessary to reach goals.

Qualifications:

- Requires Associate degree in a relevant field or related equivalent experience.
- 5+ years' relevant experience in community service, outreach, case management, customer service or non-profit work.
- Valid CT Driver's license
- Reliable, registered, and insured vehicle for travel between locations. Insurance must meet CT's minimum required liability coverage of Third-Party Liability: \$25,000/\$50,000; Property Liability: \$25,000.
- Ability to work evenings and weekends as needed for events/presentations/committee meetings/etc.
- Experience working with diverse populations, including Medicaid and uninsured individuals.
- Strong problem-solving skills and ability to navigate consumer enrollment challenges.
- Excellent communication and interpersonal skills.
- Advanced oral and written communication skills, as well as presentation skills.
- Comfortable in front of large audiences in-person and virtually.
- Ability to maintain confidentiality and handle sensitive information.
- Strong skills in Microsoft office and Google docs.
- Detail-oriented with strong organizational skills.

The following qualifications are preferred, but not required:

- Bilingual
- BA or BS in Social Worker/Services or related health degree
- Knowledge of Access Health CT insurance.
- Previous experience using CRM systems (e.g., HubSpot) to track engagement.
- Experience conducting outreach in high-need communities.
- Familiarity with social determinants of health and how they impact access to care.

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 drive, sit, hear, stand, use hands to type data, and utilize a phone or other electronic communication devices. This employee may have to operate business machines and occasionally lift supplies and materials up to 30 lbs.

Work Environment: Requires **evening and weekend work** to support community events. Frequent **travel across the state**. Site location noise and activity varies. In-office days are Tuesdays and Wednesdays if not otherwise engaged. The noise level is low to moderate. Moderate stress levels at times.