



Job Description

Title: Broker/CAC Support Lead
Reports To: Supervisor of Broker/CAC Support
Department: Customer Service/Operations

FLSA Status: Non-Exempt
Grade: 13

Position Summary

The Broker/Certified Application Counselor (CAC) Support Lead investigates and resolve issues affecting enrollment of consumers in the Access Health CT Health Insurance Exchange (HIX) system received from brokers and CACs. Supports management with training of brokers, CACs and Issuer Affiliated Certified Application Counselor (IACAC) and the certification process for open enrollment. This position includes the responsibility of business owner for JIRA initiatives on behalf of broker support and responsible for collaborating with the team for future enhancements or changes to the HIX system. Responsible for resolving commission related discrepancies and reporting Broker status information to the carriers as it relates to broker certification.

Essential Duties and Responsibilities

- Provide a high level of customer service to brokers, CACs, IACAC and all external and internal customers
- Manage the resolution of escalated issues brought forth by brokers on behalf of their client.
- Apply good judgment and discretionary authority to accept or approve changes in applications
- Create and perfect internal processes and procedures for the team in partnership with the Supervisor/Manager
- Research, verify and validate decisions made by Broker Support Representatives on complex, escalated issues
- Obtain a clear understanding and working knowledge of the application submission(s) system
- Act as an Exchange System Lead 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
- Key point-of-contact for the training department for all Broker/CAC/IACAC trainings
- Work closely with broker support manager and supervisor to prepare for Open Enrollment, including training for Brokers, CAC and IACAC
- Assist with the development of webinars & presentations to Brokers & CAC's throughout the year as required
- Partner with the Quality Assurance Specialist regarding repeat issues, opportunities for system fixes, and training of staff
- Develop and create newsletters for Brokers & CACs weekly during Open Enrollment and monthly outside of OE in conjunction with the Marketing Department

- Serve as a product owner for AHCT's maintenance of the Broker/CAC product
- Responsible for documenting and communicating requirements and functional specifications for exchange system technical enhancements.
- Accountable for managing product issue backlog through JIRA, and appropriately communicating issue description, priority, and severity to business and technical stakeholders.
- Manage stakeholder feedback sessions and analyze consumer experience data to create 2-year product roadmaps.
- Review and approve business design documents for relevant products.
- Perform user acceptance testing and business validation for system releases within and outside of traditional business hours.
- Other duties as required

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
- **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
- **Ability to work outside of normal business hours including nights and weekends during testing for product releases**
- 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.

Equal Opportunity and Affirmative Action Employer

This document does not create an employment contract, implied or otherwise, other than an “at will” relationship