

## **Agent/Broker/Navigator Coordinator**

### **JOB DESCRIPTION**

The Arkansas Health Insurance Marketplace (AHIM) was created to manage and implement a state-based health insurance exchange in Arkansas in accordance with state and federal law. AHIM was established by the 89th Arkansas General Assembly 2013 Regular Session by ACT 1500 and is a nonprofit public benefit corporation.

**Position Title:** Agent/Broker/Navigator Coordinator

**Reports To:** Director of Marketing and Communications

#### **Position Summary:**

AHIM is seeking an experienced Agent/Broker/Navigator Coordinator to support integrated communications and stakeholder engagement. The ideal candidate will have exceptionally strong communication skills, be highly motivated and self-driven. Previous experience with education and engagement, public relations, event coordination would be beneficial in this role. Excellent organizational and time management skills with a high attention to detail is required.

#### **Duties:**

- Coordinates Agent/Broker/Navigator outreach and education programs in coordination with SHOP IT vendor and outreach and marketing vendor.
- Assists with managing Agent/Broker/Navigator outreach and education deliverables of SHOP IT vendor and outreach and marketing vendor.
- Oversees communication and training efforts involving Agents/Brokers, Navigators, Enrollment Assistants and Certified Application Counselors.
- Maintains a qualitative online training program that educates Producers and Navigators on enrollment processes, changes made to policies and federal regulations.
- Provides updates to AHIM staff and contractors regarding Agent/Broker/Navigator issues and concerns about the program.
- Conceptualizes, leads and organizes complete event-planning functions as assigned.
- Provides other duties as necessary as assigned by the Director of Marketing and Communications.

#### **Qualifications and Educational Requirements:**

- Bachelor's degree from an accredited college or university.
- Experience in health insurance and/or employee benefits.
- Must work well within a team and within a demanding, often-public environment.
- Ability to prioritize, work on tight deadlines and work on multiple projects
- Knowledge of the Affordable Care Act preferred, but not required.
- Knowledge of healthcare and experience in health insurance or health care policy preferred, but not necessary.
- Excellent judgment, the ability to communicate openly among colleagues at all levels, a "hands-on" approach, and the ability to think strategically and produce strong results.
- Must be comfortable and effective in making public presentations.
- Must have strong analytical, writing, and negotiation skills.
- Demonstrated maturity and capacity to navigate a complex structure and respond to shifting and fluid priorities.

Please send cover letter and resume in .pdf format to [Employment@ARMarketplace.com](mailto:Employment@ARMarketplace.com) by 5:00pm CDT on April 17, 2015 with "Agent/Broker/Navigator Coordinator" in the subject line.