

Consumer Service Specialist

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: Consumer Service Specialist

Reports To: Eligibility and Enrollment Manager

Position Summary:

AHIM is seeking an experienced Consumer Service Specialist to ensure high quality customer service as a key aspect of the overall State-based Marketplace (SBM) launch and the Small Business Health Options Program (SHOP) in particular. The candidate will be responsible for resolving complex or technical issues regarding consumers. This may include individuals, employers, employees, brokers, agents, insurance carriers, and other state health agencies. The candidate will be responsible for monitoring vendor Service Level Agreements (SLAs) for the call center(s), as well as developing Key Performance Indicator/SLA reports for AHIM executives and stakeholders. This individual will also be the AHIM subject matter expert (SME) on support center best practices, technologies, and implementations.

Duties:

- Act as the consumer support center subject matter expert (SME) regarding all SBM vendor engagements, management, technologies, and operations.
- Monitor and report on call center KPIs and SLAs.
- Responsible for consumer advocacy of issue resolution (via CRM tools) within AHIM.
- Responsible for responding to escalations of consumer appeals and complaints.
- Drive call center performance and quality to meet AHIM continuous improvement goals and standards.
- Advisory responsibilities on call center technology, vendor initiatives and oversight.
- Performs other duties as assigned.

Qualifications and Educational Requirements:

- Bachelor's degree from an accredited college or university or have 5 – 10 years of comparable work experience.
- 5+ years of experience working in a call center.
- 2+ years of experience leading or managing a call center.
- Experience working in the health care industry.
- Experience or strong knowledge of Health Insurance Marketplace functions, policies, and technology is preferred.
- Must work well within a team and within a fast moving environment.
- Ability to prioritize, work on tight deadlines and work on multiple projects.
- Must be a motivated, self-starter with experience in driving continuous improvement.
- 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.

Please send cover letter and resume in pdf. format to Employment@ARMarketplace.com by 5:00pm CST on December 31, 2015 with “Consumer Service Specialist” in the subject line.