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Seasonal Positions: September – December 2017
Bilingual Health Insurance Enrollment Specialist - ICT

Description

Foundation Communities is seeking Bilingual Enrollment Specialists to provide health insurance outreach, education and enrollment services in English and Spanish. Training for this position begins in late September. Training and outreach continue through October. Enrollment runs from November 1, through December 15, 2017. Part-time and full-time positions are available, with options for daytime, evening, and weekend hours. We will be open 7 days/week. Our seasonal positions pay \$14 - \$18/ hour based on experience and the position's responsibilities.

Job Responsibilities

- Provide superior customer service to community members
- Educate customers about Marketplace health insurance options (training provided)
- Quickly and accurately enroll customers into Marketplace health insurance (training provided)
- Provide intake assistance
- Assist with outreach and community events, phone banking efforts, phone calls and data entry
- Protect confidential consumer information
- Other duties as assigned

Qualifications

- Bilingual in English & Spanish: Comfortable conversing on complicated topics (tax/insurance) in both languages
- Experience with tax preparation, health insurance and CHIP/Medicaid is preferred but not required
- Excellent communication and computer skills; extremely detail-oriented with data entry
- Demonstrated ability to provide superior customer service to a diverse population of customers
- Ability to be flexible and work effectively and professionally in a fast-paced environment
- Learn quickly on the job in a fast-paced environment and perform with accuracy and efficiency
- Knowledge of and ability to work and engage with under-served and under-represented populations

Requirements

- Complete CMS online training for enrollment specialists by 5:00pm on October 6
- Attend **all** of the following training sessions (all start and end times are approximate):
 - Monday, September 25 (two options: either 9:00am – 1:00pm or 5:00pm – 8:30pm)
 - Saturday, September 30 & October 7 (9:00am – 5:00pm)
 - Sunday, October 1 & October 8 (1:00pm – 5:00pm)
- Note that our enrollment centers will be closed on Nov. 23 & 24.
- Weekday evening staff must be able to arrive no later than 5:30pm, Monday through Thursday.
- Weekend staff must be able to work Saturdays 9:00am to 5:00pm and/or Sundays 1:00pm to 6:00pm
- Full-time weekday daytime staff must be available to assist with outreach and phone banking on the following dates: October 3-5, 10-13, 17-19, 24-26 (approx. 9:00 – 4:00pm).

How To Apply: Please send a resume, cover letter, and names and contact information for three references to resume@foundcom.org. Type “**BILINGUAL ENROLLMENT SPECIALIST - ICT**” in the subject line. In your cover letter, please specify your availability for full-time or part-time work. No phone calls or visits. No duplicate applications.

Deadline to Apply: SEPTEMBER 15TH, 2017

NOTE: Applicants who do not follow 'How To Apply' instructions will not be considered.