



[www.foundcom.org](http://www.foundcom.org)

**Seasonal Position: September – December 2017**  
**HAAM Enrollment Specialist - Get to Know Austin Musicians - ICT**

**Description**

Insure Central Texas, a program of Foundation Communities, is seeking HAAM Enrollment Specialists to work with local musicians who are members of the Health Alliance for Austin Musicians (HAAM). It is a very fun opportunity to get to know a lot of Austin musicians and assist them with accessing healthcare.

Training for this position begins in late September (see schedule below). The enrollment season runs from November 1 through December 15, 2017. The position can be either full-time or part-time, but with a preference for those who can work 35-40 hours/week from November 1 through December 15. The pay range is \$14 to \$18/hour depending on experience.

**Job Responsibilities**

- Provide superior customer service to HAAM members
- Provide efficient and accurate intake and enrollment assistance
- Maintain accurate knowledge about Marketplace health insurance and HAAM services (training provided)
- Make phone calls and do data entry
- Protect confidential consumer information
- Other duties as assigned

**Qualifications**

- Demonstrate excellent communication skills and the ability to provide superior customer service
- Be extremely detail oriented with information, paperwork, and data entry
- Learn quickly on the job and be very comfortable working in a fast-paced environment with accuracy and efficiency
- Experience with tax preparation, health insurance, or public assistance programs is preferred but not required

**Requirements**

- Complete certification to be a Certified Application Counselor, as assigned (training provided)
- Attend **all** of the following training sessions unless otherwise assigned (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.

**How To Apply:** Please send a resume and cover letter to [resume@foundcom.org](mailto:resume@foundcom.org). Type “HAAM 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 15<sup>TH</sup>, 2017**

**NOTE:** Applicants who do not follow ‘How To Apply’ instructions will not be considered.