



The mission of Project Access NOW is to improve the health and well-being of our communities by ensuring access to care, services, and resources for those most in need.

Project Access NOW believes that the staff of an organization should reflect the communities it serves. We also believe our cultural, linguistic and community identifies make our organization stronger, smarter, and more effective. These identities, whether constructed by social, political, or other forces, unite us in working toward a healthy region for everyone. We want to hold ourselves accountable for attracting and retaining a diverse team.

Position Description

- Job Title:** Administrative Support Specialist – Temporary
Program/Department: Outreach, Enrollment & Access, & Premium Assistance Program
Reports to: Premium Assistance Program Manager
Hours: 15 - 40 hours per week; flexible hours and days
Duration: September 14, 2020 – on or about December 23, 2020
Salary: \$16.75/hour
Work Location: Part time work remotely and in our office location
Benefits: This position is not eligible for benefits other than Personal Time Off.

Position Summary

The Outreach, Enrollment & Access (OEA) Premium Assistance Program seeks to help low income individuals obtain affordable health care and assist members of the public with the application to enroll in coverage. The Temporary Administrative Support Specialist works on a small team to facilitate appointments for people applying for and renewing health insurance during the Open Enrollment period for the Health Insurance Marketplace.

This position is responsible for supporting the Premium Assistance Program team and clients by communicating with clients, screening people for appropriate insurance, scheduling appointments, entering Premium Assistance Program application data, and assisting with mailers. This position also involves working with diverse clientele over the phone and requires excellent interpersonal and communication skills. This position does not complete health insurance applications. Training will be provided.

It is possible for the 40 hours weekly needed for this position to be shared between two candidates with at least 20 hours filled by a bilingual English/Spanish speaker, and the other filled by a candidate who speaks English only or English and another language.

This position requires a person who is comfortable taking direction, is an adaptable team player, can perform data entry, use spreadsheets to track phone calls, and communicate complex insurance concepts over the phone. It is also essential that this person be flexible, is self-motivated and is very detailed focused.

Principal Duties & Responsibilities

- Screen clients to identify the appropriate health insurance application for individuals
- Schedule and follow up on appointments via phone, email, and mail communications
- Perform data entry and maintain detailed records using Google Suite
- Prepare and distribute enrollment materials to program enrollees and potential clients
- Answer general questions from clients about health plans (e.g. who to call to get help, where they can go to get services)
- Support the Premium Assistance team with various duties during Open Enrollment
- Adhere to HIPAA requirements

Qualifications

- Experience in data entry and using spreadsheets and databases preferred
- Bilingual and multicultural staff are highly desired
- Bilingual Spanish required for minimum 20 hours per week. Full 40 hours can be split with non-Spanish speakers
- Excellent interpersonal skills and experience serving diverse communities and traditionally underserved populations preferred
- Experience in customer service preferred
- Knowledge of Microsoft Office and Google Suite
- Comfortable using and learning a variety of online programs
- Ability to explain complicated systems in a simplified manner
- Ability to work in a fast-paced environment while maintaining clear records with attention to detail
- Ability to keep a level head working with all personality types
- Must be able to pass a background check

Working Conditions

- Part time use of office space with stairs (no ADA access)
- Part time to full time working remotely and in our office location with flexible schedule, some evenings, and weekends
- Ability to lift 10-20 lbs.
- Frequent use of keyboard, 2 monitors, mouse, telephone and/or headset

How to Apply

Please visit our website at www.projectaccessnow.org. Complete the diversity, equity and inclusion questions and submit your response along with your resume and cover letter to jobs@projectaccessnow.org.

Project Access NOW recognizes the value of a diverse workforce and believes a diverse work environment empowers our community. We strongly encourage all qualified candidates to apply regardless of race, ethnicity, gender, sexual orientation, or religious affiliation.