



## Position Description

<b>Job Title:</b>	<b>Administrative Support Specialist – Temporary</b>
<b>Program:</b>	<b>Outreach, Enrollment &amp; Access / Premium Assistance</b>
<b>Reports to:</b>	<b>Premium Assistance Program Manager</b>
<b>Hours:</b>	<b>15 - 40 hours per week; flexible hours and days</b>
<b>Duration:</b>	<b>September 2021 through Open Enrollment which may be extended to January 2022</b>
<b>Salary:</b>	<b>\$16.75/hour</b>
<b>Location:</b>	<b>Temporarily Remote</b>

### Position Summary

The Outreach, Enrollment & Access (OEA) and the Premium Assistance programs 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 team and clients by communicating with clients, screening people for appropriate insurance, scheduling appointments, entering Premium Assistance program application data, and assisting with mailers. Training will be provided. 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.

It is possible for the 40 hours needed for this position to be shared between successful multiple candidates with at least 20 hours filled by a bilingual English and Spanish speaker.

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 SharePoint
- 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 in duties during Open Enrollment
- Adhere with HIPAA compliance

**Qualifications – *We hope to receive applications from candidates with a diverse array of professional backgrounds and experience. Our ideal candidate will have some or all of the following attributes, experience, and skills:***

- Experience in data entry and using spreadsheets and databases preferred
- Bilingual and multicultural staff are strongly encouraged to apply
- 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 SharePoint
- 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
- Must be able to pass a background check and become HIPAA certified

### **Working Conditions**

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

### **About Us**

The mission of Project Access NOW is to improve the health of our community by creating access to care and services for those most in need. 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.

### **How to Apply**

Visit our website: [www.projectaccessnow.org/about-us/employment-opportunities](http://www.projectaccessnow.org/about-us/employment-opportunities). Submit your cover letter, resume and responses to the DEI questions found on our website to [jobs@projectaccessnow.org](mailto:jobs@projectaccessnow.org)