



Mountain Health Cooperative Position Description

Position Title: Marketing Service Representative
Employee:

Reports To: Vice President, Sales
Status: Full-time, Non-Exempt

Position Summary:

This position is responsible for providing service to the sales team, insurance agents, internal staff, and external clients. This position is responsible for building relationships and communicating the CO-OP's goals, objectives, and associated processes. This position will be responsible for assisting in the sales and enrollment of employer groups.

Duties and Responsibilities:

1. Daily supporting the Sales Team in member services and enrollment.
2. Assists agents with, and participates directly without agents, in individual, senior product, and employer group sales.
3. Participates in the successful implementation of new clients and product lines.
4. Assists in the approval and management of members in the company's enrollment system.
5. Processes member payments in the enrollment and billing system as needed on a timely basis.
6. Resolves customer and insurance agent service issues in a timely manner or refers issues to the appropriate resource or person.
7. Coordinates participants, members, and vendors to resolve participants' eligibility and claims issues.
8. Assists Marketing Account Manager as needed.
9. Regularly cultivates and educates the insurance agent community on the CO-OP's products, policies, procedures.
10. Ensures compliance with COBRA, and other regulatory requirements.
11. Works with third party claims administrator to provide information for, but not limited to, dependent coverage changes, address changes, identification card changes and claims issues.
12. Assists with sending out packets or other materials that may be requested from members or employers.
13. Works as a team member to complete administrative duties such as updating materials, and sending or developing letters, memos, or documents.
14. Perform a variety of other professional and administrative work as assigned. This includes coordinating special projects and events, attending training, continuing education, and providing backup and coverage for other department staff as assigned.

Physical Demands:

While performing the duties of this Job, the employee is regularly required to sit for extended periods of time and may be required to stand, walk, and stoop. The employee may occasionally lift and/or move up to 10 pounds of office supplies. Expressing or exchanging ideas by means of the spoken word and requires the ability to receive detailed information through oral communication. Will be required to work for extended periods of time using a computer, keyboard, and mouse.

Knowledge, skills, and abilities.

1. High School graduate or GED equivalent
2. Possess or obtain state life and disability (health) insurance licensing in the states the CO-OP operates in.
3. Ability to develop and maintain client relationships.
4. Knowledge of healthcare operations, billings procedures, general medical insurance, and contract benefit interpretations
5. General Math Skills, Organization, Dependability, Statistical Analysis
6. At least two years of experience of Microsoft software including Excel, Access, Word, and Power Point and Outlook
7. Basic understanding of HIPAA privacy regulations and security requirements
8. Valid driver license
9. Highly motivated and self-directing
10. Willing to adapt and contribute to a team environment.
11. Possess excellent organization, multitasking and time management skills to meet the daily working needs and complete project milestones.
12. Ability to be flexible and adapt positively to change.
13. Ability to work independently without continual supervision.
14. Knowledge of the following customer service protocols (not limited too):
 - a. Ability to professionally meet and deal with the public
 - b. Possess excellent phone skills and etiquette.
 - c. Ability to listen and comprehend the basic need of the customer.
 - d. Ability to effectively communicate verbally and in writing.
 - e. Ability to maintain and control confidentiality of member information.
 - f. Ability to handle stressful situations.

This position may require travel within the CO-OP regions of operations.