

Job description

General Statement of Duties:

The CHOICES Support Staff position at WCAAA is a full-time position (35 hours a week) for the Connecticut Health Insurance Assistance Program (CHOICES). Responsible for assisting the Regional Coordinator in managing in-office Information and Referral, and Medicare related counseling call volume; maintaining educational materials and mailing request process; compiling data for required reports.

General duties include assist in implementing the State Health Insurance Assistance Program (SHIP) federal/state contracts, including data entry and reporting requirements, to help meet deliverables. Offer counseling services and aid with the program-related phone calls and cases. Undertake administrative tasks such as developing and managing electronic program files. Foster and sustain partnerships with community-based providers, while also cultivating new networking opportunities with additional communities and providers. Promote awareness and visibility of the CHOICES programs within the served area. Contribute to the design, development, and upkeep of the CHOICES and associated sections on our company website. Assist with marketing efforts and campaigns such as creating and circulating SHIP alerts/articles and assisting with radio and media promotions.

Qualifications & Skills:

Applicant must possess a Bachelor's degree in human services or related field, or 3-5 years of demonstrated work experience in insurance or related field, particularly with seniors and younger persons with disabilities. Strong knowledge of Medicare and successful completion of the CT CHOICES and Senior Medicare Patrol (SMP) Training/Certification within 6 months of employment. Excellent time-management and prioritization abilities. Organizational skills to provide effective consumer and public information. Commitment to providing high-quality customer service. Strong presentation and public speaking skills. Experience with database management and report generation. Excellent oral and written communication skills. Proficiency in Microsoft tools including but not limited to Word, PowerPoint, Excel, Publisher, Teams, and other software & applications including but not limited to Outlook and Zoom.

Bilingual (English and Spanish) proficiency preferred. Ability to lift/carry 5-10 lbs., work in diverse, non-climate -controlled environments.
Car and valid driver's license required; travel throughout the 41 towns is required.

Job Type: Full-time

Pay: \$20.00 - \$23.00 per hour

Expected hours: 35 per week

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Employee assistance program
- Health insurance
- Health savings account
- Life insurance
- Mileage reimbursement
- Paid orientation
- Paid sick time
- Paid time off
- Paid training
- Parental leave
- Vision insurance

Schedule:

- 8 hour shift
- Monday to Friday

Application Question(s):

- Is your bachelor's degree in Human Services or a related field?

Education:

- Bachelor's (Required)

Experience:

- insurance or related field: 3 years (Preferred)

Language:

- English and Spanish (Preferred)

License/Certification:

- Driver's License (Required)

Ability to Relocate:

- Waterbury, CT: Relocate before starting work (Required)

Work Location: Multiple locations