



JOB ANNOUNCEMENT

For Internal and External Candidates

ENROLLMENT SUPERVISOR

Department: Enrollment
Reports to: Vice President of Enrollment
Closing date: Open Until Filled

Become a part of EMI Health's growing organization. EMI Health is an employee benefits firm providing insurance products to companies and individuals in Utah, Arizona and Texas. We provide our employees with an outstanding benefit package that includes paid medical and dental coverage for employees, paid time off and holiday pay. We also offer vision, life, disability and retirement savings plans.

SUMMARY: Under the direction of the Vice President of Enrollment, the Enrollment Supervisor is responsible for assisting with the supervision of all enrollment employees and the daily operation of the enrollment department. This is a full-time, exempt position. Hours are generally 8:00 a.m. to 5:00 p.m. Monday through Friday.

PRIMARY RESPONSIBILITIES:

- Monitors employee attendance and provides coaching as needed.
- Monitors employee productivity and quality.
- Conducts performance evaluations and assists in disciplinary actions.
- Handles conflicts, resolves grievances, and maintains harmony among workers.
- With assistance from the Enrollment VP, organizes work schedules and balances the workload.
- Oversees and monitors the day-to-day enrollment department workflow. This includes, but is not limited to, new group set ups and enrollments, monthly changes, coordinating with the Billing Department, monitoring new group and open enrollment deadlines.
- Answers questions and provides on-going coaching and mentoring to enrollment representatives on internal policies and procedures and phone etiquette. Provides feedback to the department trainer, as needed.
- Interacts with other departments (i.e., Billing, MBS, Customer Service, etc.) regarding enrollment issues.
- Creates and/or reviews enrollment or personnel reports as needed. Makes recommendations to improve efficiency.
- Assists with enrollment phone calls and other tasks, as needed.

EDUCATION, EXPERIENCE AND QUALIFICATIONS:

- An undergraduate degree from a recognized college or university is required, and/or three or more years of directly related experience.
- Dedicated professional with unquestioned integrity, a strong work ethic, and respect for others.

- Three or more years of experience reflecting a track record of progressive success in enrollment skills.
- Evidence of successful leadership experience.
- Demonstrated knowledge in Utah's health insurance industry.
- Motivational leader, open to new ideas and possessing the ability to communicate internally and externally.
- Track record of developing and communicating a clear vision, and leading others toward the vision in an environment that fosters teamwork and a commitment to excellence.

APPLICATION PROCEDURE:

Internal candidates submit an Application for Position Vacancy to Margaret DuKatz. External candidates submit cover letter and resume to mdukatz@emihealth.com.

Current employees must have completed their six month probationary period before applying for any position vacancy and must be "Meets Plus" or above on their last performance review.