



JOB ANNOUNCEMENT
For Internal and External Candidates

ENROLLMENT REPRESENTATIVE

Department: Accounting Department
Reports To: Enrollment Supervisor
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, holiday pay, vision, life, disability, HSA and retirement savings plans. In addition, we provide our employees with a fully equipped onsite fitness center and subsidize mass transit passes.

We are a tobacco free workplace, hiring non-tobacco users only.

EMI Health is an EEO employer as defined by the EEOC.

SUMMARY OF JOB: Under direction of the Enrollment Supervisor, the Enrollment Representative receives and processes new enrollment applications, enrollment changes and dis-enrollments in the claims system. This is a full-time, non-exempt position. Hours are 9:00 a.m. to 6:00 p.m. Monday through Friday.

PRIMARY RESPONSIBILITIES:

- Receives and reviews enrollment applications forms for completeness and accuracy. Requests additional information from the Group as needed.
- Enters new enrollment application forms, electronic 834s, online enrollments and cancellation requests accurately and in a timely manner.
- Processes dis-enrollments, additions and changes, including address changes.
- Responds to incoming calls and interfaces with customers via telephone to respond to routine inquiries and resolve concerns.
- Communicates with the group enrollment contact via telephone or email to resolve enrollment issues and answer questions concerning the enrollment process.
- Assists in matters related to premium billings and reconciliation of payments received.
- Performs assigned duties and tasks to meet departmental and corporate goals, improve operational skills and increase knowledge.
- Provides input for creation and maintenance of Enrollment policies and procedures.

EDUCATION, EXPERIENCE AND QUALIFICATIONS:

- High school diploma or general education degree (GED); or six to twelve months related experience and/or training; or equivalent combination of education and experience.
- Working knowledge of MS Word and Excel.

- Ability to learn new software skills as needed.
- 10-key by touch.
- Must have the ability to work independently and interact well with other departments and co-workers.
- Ability to organize and prioritize work to meet deadlines.

APPLICATION PROCEDURE:

Internal candidates submit an Application for Position Vacancy to Margaret DuKatz. External candidates apply online at <https://emihealth.com/emi/about/opportunities>.

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