



Position Title: Training Specialist

Reports To: Human Resources Director

Location: Denver, CO

Connect for Health Colorado is the state-based health insurance marketplace and support network that allows individuals, families and small employers to compare and purchase health plans from companies including the major health plans in the state in a convenient way. We provide high quality customer assistance by phone and in person, as well as access to federal financial assistance to reduce the cost of health insurance. Our mission is to increase access, affordability, and choice for individuals and small employers purchasing health insurance in Colorado.

Position Summary:

The Training Specialist assists in developing and conducting employee training programs for the Community Support and Member Services teams. He/she is responsible for performing training needs assessments, designing and delivering curriculum and learning materials and for coordinating and facilitating training that boosts employee performance in alliance with C4HCO's mission and core values.

Position Responsibilities:

The Training Specialist has primary responsibility for the following:

- Facilitates and supports training, education, and on-going development of new and existing team members.
- Identifies training needs by evaluating strengths and weaknesses.
- Confers with management and team members to gain knowledge of work situations requiring training and to better understand changes in policies, procedures, regulations, business initiatives and technologies.
- Formulates teaching outlines and assists in determining instructional methods such as individual training, group instruction, lectures, demonstrations, conferences, meetings and workshops.
- Participates in selecting and developing teaching aids such as training handbooks, demonstration models, multimedia visual aids, computer tutorials, and reference workshops.
- Conducts training sessions covering specified areas such as on-the-job training, use of computers and software, interpersonal skills, quality & process issues, and product knowledge.
- Tests trainees to measure progress and to evaluate effectiveness of training.
- Reports on progress of team members under guidance during training periods and maintains trainee records.
- Monitors new agent calls and data processing during the new hire period, pre and post formal training and education, to ensure on-going call handling improvement, the integrity of the data collection/entry, and that superior customer service is being delivered.

- Assists with day to day to ensure objectives and performance metrics are met.
- Produces required productivity, quality assurance and training reports.

Position Requirements:

- Minimum 2 years of contact center operations, or related work experience.
- Minimum 1 year of training delivery/facilitation experience.
- State (CBMS) Training Certification.
- Successful completion of internal C4HCO Train-The-Trainer Certification.
- Demonstrated high level customer service skills, verbal and written communication and interpersonal skills.
- Proficient in delivering informative, well-organized presentations.
- Ability to write routine reports and correspondence.
- Enjoys working with a dynamic, tight-knit team to produce cutting-edge, high-quality training solutions.
- Experience using Microsoft Office: PowerPoint, Excel, Word, Outlook, CBMS and Atlas.

Work Environment:

- Typical office setting; the Connect for Health Colorado office is in the DTC area, near the intersection of I-25 & I-225
- Work schedule may include some non-traditional hours, weekends and evening events.
- Full time position
- On-site during office hours, typically 8am-5pm

Compensation:

Connect for Health Colorado offers a competitive salary and benefits package. Using Connect for Health Colorado's annual benefits allowance, employees may elect from various benefit offerings and tailor a package to best suit their individual needs. Connect for Health Colorado employees are eligible to participate in the organization's 403(b) plan and are additionally provided with paid time off, short and long-term disability and life insurance.

To Apply:

Please e-mail resume, cover letter, and three (3) references to hire@c4hco.com. Please include position title in the subject line. No phone calls please.

Connect for Health Colorado is an equal opportunity employer (EOE). Connect for Health Colorado may, at its discretion, conduct a background check on any workforce member and/or require job candidates to successfully complete a background check as a condition of employment.
