



Customer Care - Escalation Analyst

Faulkner Consulting Group is looking to hire an experienced professional to join our team at HealthSource RI, Rhode Island's health insurance exchange. The **Customer Care – Escalation Analyst** will assume responsibility for the investigation and resolution of complex customer issues that affect enrollment of customers in HealthSource RI. The **Customer Care – Escalation Analyst** must be comfortable learning and working with a proprietary software package to understand and investigate customer issues. The right candidate will represent a positive image of HealthSource RI (HSRI), promoting teamwork and collaboration through a “can do” attitude and effective communication.

Key responsibilities:

The primary responsibility of the Customer Care – Escalation Analyst is to investigate and resolve complex, escalated, system-related customer issues received through inbound phone channels at the HSRI contact center and other customer facing channels.

There are two main components of this role:

- **Analysis:**
 - Investigate and resolve time-sensitive customer issues that require collaborative evaluation and resolution across business segments.
 - Analyze customer issues to determine root causes and develop new processes, documenting changes and new steps as they are developed. Analysis often will require an understanding of enrollment software system functionality.
 - Work on special projects that impact larger populations of HSRI clients.
 - Work collaboratively with HSRI team members and vendors to continuously improve business processes to better serve the customer and reduce the number of escalations and complaints received.
- **Escalation**
 - Research complex cases and specific issues.
 - Act as HSRI subject matter expert.
 - Provide feedback to Contact Center staff and/or customers to close the loop on escalated issues.

Qualifications/Requirements:

- Bachelor's degree
- Minimum 2 years of professional office experience required
- Demonstrated research and analysis skills
- Proficiency in Microsoft Office
- Strong written and verbal communication skills
- Experience with and understanding of enrollment systems a plus.

- Commitment to customer service and satisfaction
- Call center skills a plus.
- Familiarity with federal/state health insurance policy – a plus

Competencies:

- Thrives in a fast paced, deadline driven, ever changing environment
- Strong analytical/research/problem solving skills
- Ability to multi-task and manage and prioritize task list without compromising quality
- Self-motivated, able to work independently
- Proven ability to meet deadlines
- Willingness to learn and expand knowledge
- Ability to confront situations and make appropriate and timely decisions
- Highly developed client/customer service skills
- Strong team player and a positive “can do” attitude
- Organizational skills, with strong attention to detail
- Team player with the ability to build collaborative relationships across the organization

Work Environment:

Faulkner Consulting Group is a virtual company, all work is done at client offices. This position is currently remote due to the pandemic but will return to the HealthSource RI offices at their contact center location in East Providence/Providence. Some travel may be required between offices. All work is done in a professional office environment.

Faulkner Consulting Group www.faulknerconsultinggroup.com

Faulkner Consulting Group (FCG) is an experienced health policy consulting firm focused on the intersection of public and private programs. FCG has expertise in national and local trends in health policy, including federal and state health program design and state regulatory policy.

FCG works with payers and providers to tackle health care policy projects with a fundamental commitment to client partnership. We work side by side with our clients to ensure that our policy analyses and guidance fit within the clients’ business models and capacity. We bring an analytical perspective to health policy issues with an emphasis on data-driven decision making.

FCG and HealthSource RI

HealthSource RI offers a place for Rhode Islanders to easily compare health insurance options, learn if they qualify for government subsidies or Medicaid, and enroll in insurance. It provides tools, resources, and information to individuals, families and small businesses to weigh a range of insurance options and choose a plan that fits their needs. HealthSource RI coordinates enrollment, billing and eligibility for tax credits, all in one convenient place, with experts available to help with any questions, concerns or issues.

Since the spring of 2011, Faulkner Consulting Group has been working with the state of Rhode Island to create and implement HealthSource RI. Our consultants oversee many aspects of HSRI

design and development, including vendor relationships, financial analysis, coordination with other states, stakeholder communication, and interfacing with federal authorities.

EEO Statement:

It is our policy to provide equal employment opportunity to all persons, without regard to race, color, creed, religion, national origin or ancestry, sexual orientation, gender identity or expression, marital status, age, disability, genetic information, veteran status, or any other legally protected status under local, state, or federal law.

FCG is an at-will, equal opportunity employer. FCG hires and promotes individuals solely on the basis of their qualifications for the job to be filled.

Disclaimer: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.