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| **Job title** | *Marketplace Navigator* |
| **Reports to** | *Tricia Petz, Director of Operations Project Access* |

**Job purpose**

The Marketplace Navigator is part of the Kansas CARES (Coordinating and Assisting Reliable Enrollment Services) Project and will be responsible for outreach, education and coverage enrollment for individuals and small businesses into the Kansas Marketplace Exchange and other safety net services.

**Duties and responsibilities**

**Primary Responsibilities**

* Identify and establish collaboration with organizations and community sites for client recruitment and referral.
* Provide in person health insurance enrollment services to individuals and small businesses in service area.
* Meet with and educate individuals and small businesses about the Kansas Marketplace Exchange and the types of health insurance programs offered.
* Provide enrollment assistance to individuals and small businesses with the renewal of health plans.
* Assist individuals in enrolling in other safety net services, as needed.
* Assist potential enrollees with grievances, complaints or questions regarding their health coverage or a determination related to their coverage.
* Inform enrollees of their rights to appeal decisions on their eligibility and enrollment into insurance.
* Provide information in a fair and impartial manner which is culturally and linguistically appropriate, and disability accessible, for the populations being served under the Exchange, including individuals with limited English proficiency.
* Remind potential participants of appointments through reminder postcards and calls, and track these reminder postcards and calls.
* Meet requirements set by funding sources and by the organization, including timely submission of project reports and all required data entry.
* Other duties as assigned.

**Qualifications**

* High school diploma/GED with 2 years of working experience required. Some college education with 1 year of working experience preferred.
* Ability to use common office software (Word, Excel, Power Point) and cloud-based software.
* Demonstrated commitment to assuring healthcare access to the medically underserved, especially the poor and uninsured.
* Excellent written and verbal communication skills in English required.
* Independent and good team player.
* Good attention to detail.
* Ability to handle multiple tasks.
* Ability to work well within the organizational structure.
* Ability to work effectively with people of all social, economic, racial, and cultural backgrounds.
* Ability to communicate clearly and effectively in a professional manner.
* Outgoing, friendly personality who enjoys working with the public.
* Excellent organizational and decision-making skills.
* Professional attitude and appearance.

**More Information**

* Project Access is an EOE.
* Compensation: Base Salary is $14.50 per hour
* Benefits: Health Care, Paid Time off
* While performing the functions of this job, the employee is required to sit for extended periods and is frequently required to talk and listen.
* Ability to work flexible hours including some evenings and weekends.

***Please submit resume to Tricia Petz @*** [***triciapetz@cphcp.com***](mailto:triciapetz@cphcp.com)