STATE OF CALIFORNIA
CALIFORNIA HEALTH BENEFIT EXCHANGE/COVERED CALIFORNIA

JOB DESCRIPTION
HBEX 216 (08/16)

Instructions: Complete each section of the form. If the item is not applicable to the position, enter N/A.

1. CLASSIFICATION

2. POSITION NUMBER

3. WORKING TITLE

4. APPOINTEE

5. DIVISION/BRANCH/UNIT

6. GEOGRAPHIC LOCATION

Vacant

Svc Ctr/Operations/Call Ctr

Sacramento County

7. APPOINTMENT TENURE

☑ Permanent

☐ Limited-Term (Exp. Date _____)

☐ Retired Annuitant

☐ CEA

☐ Exempt

8. APPOINTMENT TIME BASE

☑ Full-time

☐ Part-time (Fraction: _____)

☐ Intermittent

9. COLLECTIVE BARGAINING IDENTIFIER (CBID)

Include appropriate letter(M, S, C, R) and unit number:  

10. PROBATIONARY PERIOD

☐ 6 months

☑ 12 months

11. CONFLICT OF INTEREST FILER

☐ No ☑ Yes: Category: __

12. BILINGUAL POSITION

☑ Yes: (Approval Date: ________)

☐ No ☑ Yes

13. SUBJECT TO BACKGROUND INVESTIGATION

☐ No ☑ Yes

14. SUPERVISOR'S NAME

Staff Services Manager I

15. SUPERVISOR'S CLASSIFICATION

Varies

16. POSITION SUMMARY

Briefly (1-3 sentences) describe the main purpose and function of the position, reporting relationships and the organizational setting:

Under general direction of the Staff Services Manager I, the Supervising Program Technician III plans, organizes, directs, and reviews the work of Program Technician II (PT II)s and Program Technician III (PT III)s. The PT IIIs and PT IIIIs act as Service Center Representatives (SCRs) who primarily answer Covered California’s toll free telephone line. The Supervising Program Technician III occasionally handles calls that cannot be handled by their staff. This position includes responsibility for supervising both inbound and outbound phone calls and manual work streams, as well as inquiries through electronic mediums (fax, email, mail, web). The incumbent must possess technical program knowledge and basic telephone techniques/etiquette in order to train assigned staff. The position requires the ability to effectively use reference materials and communicate efficiently and effectively in instructing staff how to respond to the telephone inquiries. Duties include access to information systems containing protected enrollee information, including federal tax information, protected health information, and personally identifying information.

The statements contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence or relief, to equalize peak work periods, or to otherwise balance the workload.

EMPLOYEE'S STATEMENT: I acknowledge receipt of this job description and understand the requirements and duties of the position. I have discussed the job description with my supervisor. I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor.)

The statements contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence or relief, to equalize peak work periods, or to otherwise balance the workload.

SUPERVISOR'S STATEMENT: I certify that the above accurately represents the duties of the position. I have discussed the duties of the position with the employee and have provided a copy of this job description to the employee named above.

For Personnel Use Only

APPROVED BY (CLASSIFICATION & PAY ANALYST NAME)

APPROVAL DATE 5/31/17

EFFECTIVE DATE

VISION, MISSION, AND VALUES STATEMENT

The vision of the California Health Benefit Exchange (also known as Covered California) is to improve the health of all Californians by ensuring their access to affordable, high quality care. Covered California allows individuals and small businesses to compare plans and buy health insurance in the private market. Covered California provides purchasers with a more stable risk pool, greater purchasing power, more competition among insurers and detailed information regarding the price, quality and service of health coverage. It also streamlines access for individuals to programs that provide subsidies for health coverage. Covered California has dramatically increased the number of insured Californians, and is working to improve health care quality, lower costs, and reduce health disparities through operating an innovative, competitive marketplace that empowers consumers to choose the health plan and providers that give them the best value.

Covered California recognizes that its employees are its most important asset. Our employees are the vital link that ensures that Covered California’s vision, mission and values are fully realized. To this end, Covered California strives to ensure its workforce is drawn from the broadest segments of society and reflects the diversity of California so that we are poised to meet the present and future health care needs of the entire state’s population.

All employees are expected to work cooperatively with others, maintaining regular, consistent, predictable attendance, possess integrity, initiative, dependability and good judgment.

Vacant

EMPLOYEE’S NAME (Print) Vacant

EMPLOYEE’S SIGNATURE

DATE

SUPERVISOR’S STATEMENT: I certify that the above accurately represents the duties of the position. I have discussed the duties of the position with the employee and have provided a copy of this job description to the employee named above.

SUPERVISOR’S NAME (Print)

SUPERVISOR’S SIGNATURE

DATE

Varies

EMPLOYEE’S NAME (Print)

EMPLOYEE’S SIGNATURE

DATE
### 17. DESCRIPTION OF DUTIES

<table>
<thead>
<tr>
<th>Percentage of Time (E) or (M)</th>
<th>Indicate the duties of the position and the percentage of time spent on each. Group related tasks under the same percentage. Percentages should be increments between 5% to 35%, with the highest percentage first. Identify essential functions with (E) and marginal functions with an (M) in the percentage column. “Other duties as required” cannot be used as a task statement.</th>
</tr>
</thead>
<tbody>
<tr>
<td>35% (E)</td>
<td>Plans, organizes, and directs the work of an assigned team of PT IIs, which act as the SCRs. Responsible for all components of the call center, which includes planning, assigning, and directing work of subordinate staff. Monitors and prepares attendance reports and related personnel documents and informs employee of job expectations for work evaluation. Monitors the daily schedules of staff to ensure adequate phone coverage and makes recommendations to the Workforce Management Unit (WFM). Evaluates work performed and identifies training needs and/or training opportunities for improved job performance. Provides timely feedback and recognition to staff. Coaches staff in the proper handling of consumer telephone or on-line interaction and the appropriate use of reference materials. Promptly identifies, addresses, and resolves employee performance issues. Documents areas for improvement for staff that are not in adherence to policies, procedures, and/or not meeting Service Center performance metrics. Monitors, evaluates, prepares, and delivers employee performance appraisals on a timely basis. Ensures appropriate measures are in place so that each staff can successfully perform his/her duties efficiently and effectively.</td>
</tr>
<tr>
<td>35% (E)</td>
<td>Provides support as needed by addressing or taking over escalated calls from their subordinate staff and assisting with complex customer service related issues utilizing the PT IIs, lead SCRs, as a senior information source. Researches and answers questions, assigns tasks, follows up, and provides instruction as needed. Utilizes reference materials and Knowledge Center publications, policy memos, and directives. Provides guidance consistent Covered California policies and ensures uniform interpretation and implementation of laws, rules, regulations, policies, and procedures.</td>
</tr>
<tr>
<td>20% (E)</td>
<td>Conducts random quality audits within the team to identify and suggest improvements to work flow that will result in reduced turnaround and improved customer satisfaction. Communicates solutions, successes, and opportunities to Service Center management. Regularly updates Service Center management regarding the activities of assigned projects and operations. Monitors statistical reporting of Service Center efficiency and other various activities as needed.</td>
</tr>
<tr>
<td>5% (E)</td>
<td>Attends regularly scheduled Performance Management meetings and trainings in order to foster a team environment, promote constructive communication, build interpersonal skills, team leadership, conflict management, the ability to apply the principles and practices of effective employee supervision, development, and training. Attends and actively participates in scheduled supervisor meetings. Provides assistance to managers and other supervisors within the Service Center. Participates in special project teams assigned to the Service Center.</td>
</tr>
<tr>
<td>5% (M)</td>
<td>Conducts interviews to assist with the hiring process. Travel may be required for off-site meetings and/or trainings.</td>
</tr>
</tbody>
</table>
18. SCOPE AND IMPACT

a. Responsibility for Decisions and Consequence of Error – *Describe the level of independence exercised and the consequence of actions taken by this position.*

This position operates under general direction. Consequences of error could result in delayed enrollments and access to health benefits for Californians.

b. Administrative Responsibility – *Describe the position’s management responsibilities, including the size of the operating budget.*

This position does exercise administrative responsibility.

c. Supervision Exercised – *List the classifications supervised by the position, both directly and indirectly.*

This is a full supervisory level position. Incumbents are responsible for planning, organizing, and directing a unit of PT IIs (SCRs) and PT IIs (lead SCRs).

d. Personal Contacts – *List the internal and external contacts with whom the position regularly interacts.*

Internal:

Other Service Center staff including peers, supervisors and managers, and representatives from the Support Services teams. Headquarters staff, Human Resources Branch staff, Covered California University (CCU), and internal Information Technology staff.

External:

Consumers, qualified health plan representatives, Certified Enrollment Counselors, Certified Health Insurance Agents, staff from Certified Enrollment Entities, other health care provider representatives, and external Information Technology staff.

19. PHYSICAL AND ENVIRONMENTAL DEMANDS

*Describe the position’s physical exertion requirements and environmental demands.*

**WORK ENVIRONMENT**

Work in a climate-controlled, open office environment, under artificial lighting; exposure to computer screens and other basic office equipment; work in a high-pressure fast-paced environment, under time critical deadlines; work strenuous and long hours; must be flexible to work days/nights, weekends and select holidays as needed; during peak enrollment periods, may be required to work overtime; appropriate dress for the office environment.

**ESSENTIAL PHYSICAL CHARACTERISTICS**

The physical characteristics described here represent those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of the job, on a case-by-case basis. Ability to attend work as scheduled and be available to work outside the normal workday when required. Continuous:

Upward and downward flexing of the neck. Frequent: sitting for long periods of time (up to 90%); repetitive use of hands, forearms, and fingers to operate computers, mouse, and dual computer monitors, printers, and copiers (up to 90%); long periods of time at desk using a keyboard, manual dexterity and sustained periods of mental activity are need; using headsets to talk with customers for extended periods (up to 90%); occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files, and binders.

Note: Some of the above requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

20. WORKING CONDITIONS AND REQUIREMENTS

*Specify the working conditions applicable to this position.*

**High Rise Office Building:** ☑ Yes  ☐ No

**Work Schedule/Hours:**

Must be able to dedicate 4 weeks of full-time shifts, 8am-5:30pm, while in training. May be required to work a shift as early as 7:30 am and as late as 8:30 pm with split days off. Must be flexible to work days/nights, weekends, and selected holidays as needed.

May be required to work overtime.

**Travel Requirements:**

Travel may be required for off-site meetings and/or trainings up to 5% of time.

**Other:**