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# Example of Enrollment Specialist Job Description

Our innovative and growing company is looking for an enrollment specialist. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for enrollment specialist

* Participate in third party enrollment processing training for division and national enrollment staff credentialing and recruiting staff
* Identify problems and present recommendations for improvements
* Track application status and progress throughout the enrollment process for applications processed by the third party
* Process all government program enrollment requests in compliance with all regulatory requirements and accreditation standards
* Timely entry and maintenance of data into Facets after review and analysis of electronic and hard copy information
* Communicate as required with internal/external customers regarding member enrollment status through Facets documentation, phone calls and written correspondence, including use of approved form letters
* Analyze multiple reports from various internal and external sources to determine and implement appropriate action to reconcile enrollment discrepancies
* Work within the managed care section to ensure issues related to the enrollment broker (EB) contract are addressed in a timely manner to ensure contract compliance and responsive MCO and member support
* Communicate with statewide stakeholders to improve care delivered and to address Medicaid programmatic issues
* Assist with monitoring the EB contractor's performance

## Qualifications for enrollment specialist

* 2 years of prior work experience in voluntary benefits or benefit enrollments preferred
* Knowledge of enrollment platforms (Selerix, ADP, Allapp, ) preferred
* Intermediate knowledge of Word, Excel, Access and PowerPoint
* Bachelor’s Degree in Business/Risk Management or related field preferred
* Intermediate knowledge of insurance processes and administration
* Advance degrees and/or degrees in education is a plus