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# Example of Enrollment Specialist Job Description

Our company is searching for experienced candidates for the position of enrollment specialist. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for enrollment specialist

* Assist members with issues related to EB linkages and accessing services and document issues so that trends and systemic issues can be tracked, reported, and resolved
* Process disenrollment requests
* Work duplicate member reports
* Process Post-90 Day Transfer Requests
* Serve as liaison with the HL plans, MMIS, Eligibility and System staff to address questions and complaints related to linkages
* Prepare, process and maintain new and existing member enrollments and or disenrollment records
* Reports to and works with the Director of Clinical Operations on an ongoing basis
* Provide a report to the Director of Clinical Operations on the enrollment activity completed each day and identify activities anticipated for the upcoming office days
* Support the client point of contact
* Provide initial training to the practice personnel as agreed upon with the Director of Clinical Operations

## Qualifications for enrollment specialist

* Previous experience working with a database (EMR system, HRIS)
* Demonstrated ability to research and resolve complex issues
* Some healthcare insurance experience preferred
* Two (2) years of contact center experience OR
* Previous sales experience with proven record of achievement preferred, phone sales experience is a plus
* Solutions oriented with strong follow up ability