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# Example of Enrollment Specialist Job Description

Our company is growing rapidly and is looking to fill the role of enrollment specialist. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for enrollment specialist

* Manage patient enrolled population using platform, triage patient health escalations, and ensure positive patient experience
* Responsible for identifying client issues and working with Director of Client Services to resolve
* Aggregate and disseminate patient, user and client feedback to Director of Clinical Operations
* Performing root cause analysis to determine issues related to member complaints and system errors
* Maintaining data within various tracking tools related to outcome of research of various issues
* Reading, understanding, and applying State and Federal Guidance to daily activities
* Adhering to productivity, quality and compliance expectations
* Identifying issue trends and opportunities for improvement
* Support outreach and enrollment activities to participants, family members, representatives, employees, and others through distribution of program materials, individual and group presentations, home enrollment sessions and telephone contacts
* Explain the roles and responsibilities of PCG Public Partnerships in providing Financial Management services to participants/representatives, including the responsibility for payroll processing and payment, and the responsibility for tax withholding and reporting

## Qualifications for enrollment specialist

* Manage all tools and resources related to the analysis and preparation of the platform that supports the enrollment process including required system/profile/information gathering, requirements analysis, system updates, quality testing, data migration, and resulting deliverables such as delivery of benefit cards
* Strong interest in education
* Team player attitude, working closely with all other contact center and K12 personnel
* Ability to communicate with customers effectively through phone, voicemail, email, chat, etc
* Ability to multi-task in a fast-paced, results-driven environment
* Excel and Sales Force Automation (SFA) computer skills