



# Example of Enrollment Analyst Job Description

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Our company is searching for experienced candidates for the position of enrollment analyst. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for enrollment analyst

- Proactively generate ideas for improvement in reporting new ways of looking at information and opportunities presented by the data
  - Maintains and updates enrollment profiles for assigned markets, often requiring high volume data entry
  - Monitors receipt of State enrollment files and communicates issues to management
  - Responds to enrollment verification requests and updates applications accordingly
  - Researches and resolves eligibility inquiries, verifying basic enrollment/eligibility information and ensuring that the enrollment database reflects correct data
  - Provides process oversight of daily business operations to Enrollment Analysts as it relates to resolution enrollment processes of assigned markets
  - Serves as Subject Matter Expert for Enrollment Operations in assigned market(s)
  - Monitors market-specific Service Level Agreements (SLAs) per contractual requirements, escalating issues to management as needed
  - Interfaces with state agencies, Health Plans, and various internal departments as needed to investigate and resolve complex enrollment issues
  - Participates in market meetings and audits as needed to provide market specific details regarding enrollment load and reconciliation processing
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- Experience with XML, JSON, VB, SQL a plus
- Working knowledge of Badger and MetaVance systems
- The ideal candidate will have 3+ years experience with a track record of growth and success in business analytics and strategic planning
- Proficiency in retrieving and analyzing data from large-scale relational database systems (SQL, ORACLE and Salesforce) using complex queries
- Proficient in analyzing and visualizing information using data visualization systems such as Tableau, Power BI and Crystal Reports
- Thorough understanding of the architecture of CRM systems to analyze the data retrieved from these systems to support business decisions