Position: Project Associate

Department: Insurance Education

Employee In Position: *****OPEN POSITION*****

Reports To: Deputy Director, Business Development

Scope: F/T, Permanent, Exempt

Date: January, 2015

☐ Yes  ✔ No  This position is subject to a pre-employment criminal background check and/or financial history background check

Position Summary:

Works closely with the various members of the Insurance Education department to develop business prospects as they pertain to online learning initiatives. Once prospects are identified, works in conjunction with technology vendors and communication providers to finalize sales and implementation of initiatives. Maintains relationships with companies that are currently using Insurance Education products to ensure a proper level of customer support and overall satisfaction. Supports sales initiatives through outreach, information distribution, and training of company contacts in use of AHIP systems.

Specific Responsibilities:

- **Maintenance of Accounts** - Working in conjunction with the Deputy Directors and Executive Director, this candidate would support the educational needs of the member and non-member companies utilizing AHIP training courses. The candidate will be expected to provide top-notch communication and service through scheduled meetings with participating plans via phone and email interfacing. On select occasion, the candidate will also need to interface with account contacts face-to-face both on-site at AHIP’s offices and at the remote home offices of member and non-member plans.

- **Outreach to New Accounts** – The candidate will work to analyze program performance and identify areas of growth. The candidate will then identify member plans not currently or fully utilizing AHIP’s Insurance Education programs and form a relationship with the goal of increased program participation.

- **Learning Management System Support** - Performs administrative tasks including LMS course and session setups, scheduling, enrollment, reporting, entering and maintaining training and compliance records.

- As needed, prepares user manuals and carries out training sessions (for end users, or internal staff) either in person or through a WebEx platform.

- Serve as point-of-contact between technical vendors and AHIP staff.
• **Contract/Billing Support** - Working with the Executive Director and Deputy Directors, the candidate will need to assist in tracking the status of contractual agreements from the initial drafts to final execution. Operational support of invoicing and billing agreements between AHIP and contracted plans may also be needed.

• As needed and assigned by the Vice President to support the educational, sales, and marketing efforts of Insurance Education programs.

• Other duties as assigned

**Supervisory Responsibility:**

• No supervisory responsibilities are required for this position

**Skills:**

• Ability to quickly grasp technology based solutions and provide front-end administration and troubleshooting.

• Excellent presentation and communication skills with the ability to communicate effectively via telephone and e-mail with customers and peers in varying roles, including proficiency with MSOffice Suite (MS Word, MS Excel, and MS Outlook).

• Detail-orientated with excellent organization skills. System data entry accuracy a must.

• Ability to identify client's needs and translate them into documented business requirements.

• Excellent teamwork, verbal and written communication (including the ability to explain technical concepts in non-technical terms).

• Project and time management skills are required.

• Possess the ability to work effectively with all levels of management, staff, customers, and vendors.

• Available for minimal overnight travel as business requires.

**Experience:**

• 3 years of work experience in a business environment

• Business development work experience preferred

• Experience delivering user training preferred

**Education:**

• College degree required

• Business development background as well as advanced customer service training desirable.

**Certification Requirements:**

• None
Physical Work Activities & Conditions

- Continuous sitting for prolonged periods more than 2 consecutive hours in an 8 hour day.
- Keyboard use of greater or equal to 70% of the workday.

Percent of Travel

- 10%

The purpose of a job description is to describe the overall function and general responsibilities of a job. Job descriptions are used in hiring and training and to provide employees with a better understanding of employer expectations. Actual job functions and duties will vary as job responsibilities and business needs require.

Equal Opportunity Employer M/F/D/V

Interested candidates must send resume, references and a cover letter that includes salary requirements to: hr@ahip.org or mail to:

America's Health Insurance Plans (AHIP)
ATTN: HR Dept/IEPA
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South Building, Suite 500
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