

Classification: Supervisor I

Position Title: Agent Admin Team Supervisor

Position Number: 801-220-4800-003

Division/Branch: Outreach and Sales Division

Location: Sacramento County

Job Description Summary

Under general direction of the Supervisor II, Manager of Agent Administration/Certification Services, the Agent Admin Team Supervisor will provide supervisory support to the Agent Administration/Certification Services Manager, manage the staff responsible for the Agent administration, training and compliance. Key accountabilities include strategic plan execution, agent team oversight, problem resolution, and communications. The Supervisor I will directly supervise professional level staff. Duties may include access to information systems containing protected enrollee information, including federal tax information, protected health information, and personally identifying information.

Job Description

35% (E)

Supervises staff that address operational and administrative issues related to the Agents in support of both individual and small group enrollments. Implements Agent support strategies, programs, and policies that enable and encourage the optimum performance of people in the department. Defines and oversees all Agent regulations and operational guidelines (certifications, contracting, delegations, training, compliance).

35% (E)

Assigns and monitors staff workload, taking into consideration skill levels, complexity and/or length of time required to complete assignments and establishes priorities. Reviews all team member workloads for consistency and balance to ensure effective and timely service to the field agent community. Participates in the development of staff performance measures to assess progress against benchmarks, programs, and strategies. Coaches and mentors staff on various aspects of contracting and certification management, training and education design, compliance monitoring, as well as core competencies including communication, critical thinking, and problem resolution. Supervises and manages administrative activities related to staff, including performance evaluations and attendance, training, business operations and needs, and budget and staffing needs.

20% (E)

Oversees the contractual & administrative relationship with Agents. Creates, modifies and monitors compliance with Covered California regulations under which the Agent community operates. Manages the initial certification of the agents and the periodic re-certifications. Responsible for defining agent training needs and for ensuring training is completed in a timely manner. Manages the agent contracting process end-to-end and

ensures paperwork is kept current and maintained in an orderly manner. When necessary, recommends agent disciplinary actions, documents reasons why and follows through with appropriate actions. Provides subject matter expertise for the periodic Agent recertification program providing new and/or updated content in a timely manner.

10% (M)

Represents Covered California in meetings and communications with other state entities, partners, and a wide variety of interested parties. This includes taking an active role in various meetings and discussions to ensure complex information is delivered simply to multiple stakeholders, negotiating across boundaries and sometimes managing significant resistance. Participates on special projects as the Agent Team advisor/subject matter expert. Provides briefings to management as needed, attends program staff meetings to share and discuss program successes and issues, and provides Agent expertise as needed. May be required to travel to attend various work-related events including but not limited to meetings, conferences, and training.

Scope and Impact

- a. Consequences of Error: As a mid-level team member, the Agent Supervisor I is planning and managing his/her day with moderate input and coaching from leadership. Ultimately, poor performance in this position can cost Covered California membership, if brokers and agents elect to steer their members to non-Covered California alternatives reducing the number of enrollment for Covered.
- b. Administrative Responsibility: Supervises and manages administrative activities related to personnel, including performance evaluations and attendance, training, business operations and needs, compliance requirements, and budget and staffing needs.
- c. Supervision Exercised: This role directly supervises analysts within the Agent Team.
- d. Internal Personal Contacts: Agent Team/Distribution Services leadership and peers, Outreach & Sales Division peers, various project team members, Plan Management, Analytics, and Financial Management department staff.
- e. External Personal Contacts: Carriers, external vendors, contracted consultants, and agents.

Physical and Environmental Demands

Work in a climate-controlled, open office environment, under artificial lighting; exposure to computer screens and other basic office equipment; open office environment; work in a high-pressure fast-paced environment, under time critical deadlines; work long hours; must be flexible to work days/nights, weekends and select holidays as needed; during peak periods, may be required to work overtime; appropriate dress for the office environment. **ESSENTIAL PHYSICAL CHARACTERISTICS** The physical characteristics described here represent those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodation may be made to enable an individual with a qualified disability to perform the essential functions of the job, on a case-by-case basis. Ability to attend work as scheduled and on a regular basis and be available to work outside the normal workday when required. Continuous: Upward and downward flexion of the neck. Frequent: sitting for long periods of time (up to 70%); repetitive use of hands, forearms, and fingers to operate computers, mouse, and dual computer monitors, printers, and copiers (up to 70%); long periods of time at desk using a keyboard, manual dexterity and sustained periods of mental activity are need; using headsets to talk with internal and external customers for extended periods (up to 60%); Frequent: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files, and binders.

Working Conditions and Requirements

- a. Schedule: Monday - Friday, 8:00 - 5:00. During the months leading up to open enrollment and during open enrollment, weekend and evening hours may be required.
- b. Travel: Occasional travel across the state may be required up to 10% of the time.
- c. Other: Enjoy working in an open space environment with a collaborative team approach.