



Employment Opportunity

Certified Application Counselor (Bilingual)

New Jersey Citizen Action Education Fund, NJCAEF, is a nonprofit 501(c)(3) organization that works to empower low- and moderate income people through research, education and training on public policy issues important to working families and seniors. NJCAEF has a long history of fighting for reforms that improve health care coverage and health care quality for all consumers in the state.

Position Summary: NJCAEF is hiring a Part-time Certified Assistor Counselor. Working under the Director of ACA Enrollment, this person will help in increasing access to affordable healthcare options (Affordable Care Act) through application and enrollment assistance for people who may be eligible for affordable health insurance through the state marketplace. The Part-time Certified Application Counselor will assist consumers' one-on-one in applying for healthcare coverage, conduct community and grassroots outreach and education, in coordination with local community organizations. This person will also assist in facilitating webinars or in-person workshops to inform the public on different health related topics. This job will be hybrid; it may change to a physical location as time progresses pending COVID restrictions. In-person trainings will be required.

Essential Responsibilities:

- Complete state CAC training courses and pass certification exam. Comply with all continuing education and recertification requirements
- Provide courteous, professional and confidential assistance to all consumers seeking health benefits
- Accurately complete data collection and enrollment process
- Organize outreach and education events to help drive enrollment of underserved uninsured populations into ACA coverage
- Collaborate with community partners and organizations to reach target and at-risk populations
- Conduct marketing and outreach within targeted neighborhoods about health insurance options
- Submit accurate and timely weekly reports
- Follow up with consumers
- Handle sensitive and personal information with an understanding and respect for client confidentiality
- Traveling will be required (in-state)
- Other duties assigned

Knowledge and Abilities:

- Ability to be self-directed, develop and maintain priorities and conduct multiple tasks in a given timeframe
- Ability to efficiently schedule clients
- Exceptional time management and planning expertise
- Excellent computer skills; including familiarity with Zoom, Word, Excel, PowerPoint and the ability to browse the Web comfortably; experience with BlueJeans and database software a plus ;)
- Excellent organizational skills and attention to detail
- Excellent oral and written communication skills

- Exceptional active listening skills

Required Education and Experience:

- Bilingual in English and any of the following: Spanish, Chinese, Portuguese, Arabic or Haitian Creole
- Minimum of three years' experience in providing excellent customer service
- High school degree
- Experience working with low- and moderate-income individuals and communities
- Demonstrated ability to work independently and in a team environment
- Experience working in a data-driven environment and a proven track record of achieving performance targets is preferred
- Knowledge on Health Care Insurance options preferred.
- Knowledge on The State Market Place and NJ Family Care preferred.
- Experience working with nonprofit organizations, community groups and/or government programs strongly preferred;
- Access to reliable internet

Hours: Part-Time (some Saturdays and nights required)

Locations: Middlesex, Passaic, Union, Bergen and Essex Counties

Compensation: Commensurate with experience. Attractive benefits package.

Email cover letter and resume to:

Mariela Santana, Director of ACA Enrollment

Email: mariela@njcitizenaction.org

Visit our website www.njcitizenaction.org

NJCAEF is an Equal Opportunity Employer – Women and people of color are encouraged to apply!