

Field Engagement Coordinator

Position Title: Field Engagement Coordinator
Position Type: Full Time
Location: Arcadia, CA, Westminster, CA, Koreatown, CA
Reports To: Director, Sales Operations

About Clever Care Health Plan

Clever Care Health Plan is a newly founded Medicare Advantage health plan, will serve Medicare beneficiaries in Southern California. Our employees are passionate in providing the best services to our members and healthcare providers partners. Two office locations are at Arcadia, Los Angeles county and Westminster, Orange county. To learn more, please visit **CleverCareHealthPlan.com**.

The Field Engagement Coordinator will be based at one of Clever Care's Medicare Community Centers and will provide customer service to Clever Care members and seniors in the community. This person will represent Clever Care in the community and will develop and maintain the company's reputation. The position will be customer-facing with some sales responsibilities. The representative will be motivated by Clever Care's mission to deliver culturally-sensitive health care solutions to seniors in our community.

Bilingual in Vietnamese will be based in Westminster, CA.

Bilingual in Mandarin will be based in San Gabriel, CA or surrounding area.

Bilingual in Korean will be based in Koreatown, CA

Functions & Job Responsibilities

- Answering member questions regarding their benefits and accessing care.
- Acting as a Medicare Advisor to community members with questions about their Medicare options.
- Scheduling and planning health events held at the community centers. This includes booking vendors, ordering refreshments and supplies.
- Assisting internal and external agents during events held at the community centers.
- Providing in-language support to members and prospects who have questions about Clever Care or Medicare

Qualifications

Education:

- Bachelor's in business, marketing or communications, or equivalent experience

Experience:

- 1 year of experience in marketing, preferred.

- Experience with working in health care, non-profit organizations, or senior community, preferred.
- Event planning or coordinator is a plus.
- Life agent license and notary public license is a plus, however, training and licensing assistance will be provided to the right candidate.

Skills:

- Bilingual in Vietnamese, Mandarin and Korean on a business-level (read, speaking and writing).
- Excellent customer service skills, experience serving the senior population a plus
- Desire to help seniors get and stay healthy by improving their access and understanding of their healthcare options.
- Planning event details and aspects – must be detail-oriented and focused on delivering positive customer experience .
- Reliable, present, and dedicated
- Strong organization skills.

What's in it for you?

1. A competitive compensation and benefits program.
2. Generous paid-time-off (PTO).
3. Ten paid holidays per year.
4. Excellent 401k saving plan, employer provides up to 4% match and employer contribution match is 100% immediately vested.
5. A work-life balance and much more!

Please email your resume directly to hr@ccmapd.com

Clever Care Health Plan Inc. is an equal opportunity employer and it is our policy to abide by all federal, state, and local laws prohibiting employment discrimination. All qualified applicants will receive consideration for employment.