



## Broker Support Specialist

Position Title: Broker Support Specialist  
Position Type: Full Time  
Location: Arcadia, CA  
Reports To: Regional Manager, Sales Operations

### **About Clever Care Health Plan**

Clever Care Health Plan is a newly founded Medicare Advantage health plan serving Medicare beneficiaries in Southern California. Our employees are passionate in providing best services to our members and healthcare providers. Our three office locations are in Arcadia (Los Angeles County), Huntington Beach (Orange County) and New York City.

### **Job Summary**

Internally known as the Broker Support Specialist in Sales Operations team with ongoing daily job responsibilities to manage key action items, special project activities/initiatives, and deadlines.

### **Functions & Job Responsibilities**

- Support the Sales Operations Teams on the needs of our independent broker partners, agencies, and field marketing organizations by developing educational materials on consumer product offerings in the market allowing them to help sell more, earn more and stay independent with support of their on-going growth and success.
- Assist with the Sales Operations team in positioning insurance agents and agencies for quick growth with creating presentations, materials, and other resource tools.
- Assist with workflow review and data collection for departments including development and implementation of broker portal for company website.
- Through community marketing and outreach efforts to doctors and specialists, the Assistant will have direct impact on sales and enrollment growth and retention.
- General Office & Clerical/Administrative Work.
- Virtual Event Coordination for training purposes.

### **Education & Experience**

- High school diploma required, Bachelor's degree prefer
- 1-2 years of Customer Services experience

### **Knowledge/Skills/Abilities**

- Bilingual in one of the following languages: Vietnamese, Korean, and/or Mandarin preferred.



### **Physical & Working Environment**

Typical Physical Demands.

Position requires a great amount of sitting and standing. Some lifting, stooping, bending, or reaching is required. May require lifting up to 15-30 pounds. Requires manual dexterity sufficient to operate a computer, calculator and telephone. Requires normal range of hearing and vision. Requires the ability to type and file.

Typical Working Conditions.

Work is performed in an office environment and/or remotely. The job involves frequent contact with staff and public. Work may be stressful at times. May occasionally work some irregular hours.

### **Qualifications:**

#### **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](mailto:hr@ccmapd.com)

*Clever Care Health Plan is proud to be an Equal Employment Opportunity and Affirmative Action workplace. Individuals seeking employment will receive consideration for employment without regard to race, color, national origin, religion, age, sex (including pregnancy, childbirth or related medical conditions), sexual orientation, gender perception or identity, age, marital status, disability, protected veteran status or any other status protected by law. A background check is required.*