



COMMUNITY ENGAGEMENT AND ENROLLMENT SPECIALIST (PART-TIME)

Job Title: Community Engagement and Enrollment Specialist (Part-Time)

Department: Marketing Department

Location: Pennsylvania- Southeast (Regional/Hybrid)

Employment Type: Part-Time (Flexible Schedule)

Position Summary

The Community Engagement and Enrollment Specialist is responsible for increasing community awareness of Pennie®, Pennsylvania's official health insurance marketplace, by attending outreach events such as festivals, community events, health fairs, and more, and educating consumers about available health coverage options and providing enrollment assistance.

This position works closely with community organizations, support staff of local legislators and government agencies, small businesses, and Pennie Assistants to connect uninsured and underinsured Pennsylvanians with affordable health insurance coverage. The ideal candidate enjoys working with the public, creating community partnerships, attending community events, and making a positive impact in their community. All this work would begin after a brief, paid training period. The Engagement and Enrollment Specialist is NOT an insurance broker and does not sell insurance. This role simply assists customers in finding and deciding on the coverage plan that best fits their needs and eligibility.

Flexible evening and weekend availability is required to support community outreach events throughout the year. This position offers potential opportunities for advancement.

Essential Responsibilities

Community Engagement & Events

- Represent Pennie at community outreach events, health fairs, workshops, employer events, and public education activities throughout the Southeast PA region.
- Distribute educational materials and promotional items during outreach events.
- Handle event logistics for Pennie activities at events, including registrations, setup, and transportation of materials to the event.

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- Track event attendance, outreach activities, and community engagement data (touchpoints and assistance).
- Maintain inventory of outreach materials, displays, and promotional items.

Community Outreach & Education

- Develop relationships with community organizations, nonprofits, healthcare providers, schools, support staff of local legislators and government agencies, chambers of commerce, libraries, and other local partners.
- Promote Pennie and enrollment assistance services through community engagement and strategic partnerships.
- Identify outreach event opportunities to engage uninsured and underserved populations.

Enrollment Assistance

- Assist consumers by phone, video, or in-person with Pennie applications and enrollments.
- After receiving training, help consumers understand eligibility requirements and available coverage options.
- After receiving training, support consumers throughout the enrollment process while maintaining confidentiality.
- Document outreach and enrollment activities according to internal guidelines.

Administrative Responsibilities

- Participate in required trainings, team meetings, and continuing education.
- Collaborate with Pennie staff, Certified Assisters, and community partners to improve outreach efforts.
- Complete required outreach reports and documentation accurately and on time.
- Perform additional duties as assigned.

Minimum Qualifications

- Comfortable speaking to individuals and groups in community settings is essential.
- Excellent verbal and written communication skills.
- Experience in community outreach, customer service, public health, nonprofit organizations, or event coordination preferred.

- Bachelor's degree preferred.
- Proficiency with Microsoft Office (Word, Excel, Outlook, PowerPoint).
- Ability to learn new software and online enrollment systems.
- Strong organizational and time-management abilities.
- Ability to work independently while collaborating with a team.
- Strong work ethic for working from home if required.

Required Certifications

Upon hire, the selected candidate must do the following (all fees covered by Mendoza Group):

- Successfully complete paid Pennie Assister training.
- With guidance, register as a Pennsylvania Exchange Assister in accordance with Pennsylvania Department of Insurance requirements.
- Successfully complete any required background screening and fingerprinting.

Preferred Qualifications

- Bilingual (English/Spanish) strongly preferred.
- Experience with health insurance enrollment, Medicaid, CHIP, or Affordable Care Act programs.
- Experience working with diverse communities.
- Experience interacting with consumers at community events.
- Physical Requirements
 - Ability to lift and transport outreach materials and event equipment (up to 25 pounds).
 - Ability to stand for extended periods, typically --- hours during community events.
- Frequent travel by car within assigned service area, which is the five counties surrounding the Philadelphia area.
- Reliable transportation with valid driver's license and automobile insurance.

Work Schedule

- Part-time (approximately 20 hours per week).
- Flexible schedule.
- Evening and weekend availability required based on outreach events.

Benefits

- Flexible work schedule
- Personal time off
- Mileage reimbursement
- Paid training and Pennie certification
- Professional development opportunities
- Opportunity to make a meaningful impact by helping Pennsylvanians access affordable health insurance.

Pay: \$26-28/hour, depending on experience

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