



# Silver State Health Insurance Exchange

2310 South Carson Street, Suite 2

Carson City, NV 89701

T: 775-687-9939

F: 775-687-9932

[www.nevadahealthlink.com/sshix](http://www.nevadahealthlink.com/sshix)

## JOB ANNOUNCEMENT: UNCLASSIFIED TRAINING SPECIALIST, SILVER STATE HEALTH INSURANCE EXCHANGE

**RECRUITMENT OPEN TO:** This position is exempt from the provisions of State of Nevada classified service. Selection shall be made by, and the incumbent shall serve at the pleasure of the Executive Director.

### SILVER STATE HEALTH INSURANCE EXCHANGE RESPONSIBILITIES:

The Silver State Health Insurance Exchange is the state agency that oversees and operates the online health insurance marketplace in the state of Nevada, known as Nevada Health Link. We are often referred to as the "Exchange." There are currently seven Board Members and 26 Staff Members – 23 in Carson City, NV and three (3) in Henderson, NV.

The Exchange facilitates and connects eligible Nevadans who are not insured by their employer, Medicaid, or Medicare to health insurance options. Individuals can purchase Affordable Care Act (ACA) certified Qualified Health Plans and Qualified Dental Plans through the Exchange and if eligible, receive subsidy assistance to help offset monthly premiums and out-of-pocket costs.

**APPROXIMATE ANNUAL SALARY:** Salary range, depending on qualifications is up to \$70,972 (employer/employee paid retirement). *(Salary range reflects retirement (PERS) contributions by both the employee and employer. An employer paid contribution plan is also available with a reduced gross salary).*

### BENEFITS:

The State benefits package includes a retirement system, paid health, vision, dental, life and disability insurance; 11 paid holidays, and paid sick and annual leave. Other employee paid benefits such as deferred compensation plans are available.

**POSITION SUMMARY:** The Exchange Training Specialist & Marketing Assistant will be required to assist and undertake daily administrative tasks to ensure the functionality and coordination of the agency's IT and Communications/Marketing department. This position will be responsible in conducting market research, analyzing reports, and assist in the strategy development for marketing and advertising campaigns under the Exchange's Communications Officer.

The Training Specialist/Marketing Assistant will also support the IT department and will perform professional and technical work in the analysis of business processes; participate in agency program planning; problem analysis, and hardware/software implementation in situations of moderate difficulty; manage systems that control A/V equipment; oversee network operations with sister state agencies and external vendors; document all technical infrastructure and inventory; coordinate activities with work groups and other professional staff; analyze the regulatory environment by reviewing new and revised federal and State laws, regulations, and agency policies and report their possible effect on the related program area. In addition, the Training Specialist/Marketing Assistant will provide technical assistance in the areas of computer operations, systems administration, network administration, database administration and information security, as needed.

This position will conduct research in web analytics and provide the agency with analytic reports (such as Google Analytics and Sisense) and should also have a comprehensive understanding in performing website updates and maintenance through the Wordpress web platform. Textual edits within Wordpress require a high degree of accuracy in terms of spelling, grammar and punctuation.

**KNOWLEDGE, SKILLS & ABILITIES:** Under the general direction of the Communications Officer and Executive Director, responsibilities include, but are not limited to:

- Must demonstrate expert communication skills in working with customers, internal staff, and stakeholders

- Assist with outreach efforts and assist in organizing cross promotional opportunities for the agency with community partners statewide
- Under the supervision of the Communications Officer will assist in strategy development related to the Exchange's marketing and advertising campaigns
- Assist in editing content for social media pages
- Update spreadsheets, databases and inventories with static information
- Responsible for assisting and organizing promotional events to help facilitate success in Nevada Health Link's outreach campaign efforts
- Will support the PR and marketing efforts of the Communication Officer on projects directed at consumer outreach/education and messaging efforts
- Provide helpdesk support for agency staff including but not limited to; password resets, outlook troubleshooting, email creation, submit tickets in conjunction with the state IT department (EITS)
- Set up workstations for new staff
- Keep track of equipment inventory and replacement schedule
- Obtain quotes for all IT related equipment (computers, surfaces, battery back-ups, video conferencing system, software, ect.)

**QUALIFICATIONS/REQUIREMENTS:**

Bachelor's degree from an accredited college or university and/or experience with website development, software programming, Microsoft suite, and training development and implementation **OR** an equivalent combination of education and experience.

**LOCATION/TRAVEL:** The position is based in Carson City, NV. Periodic travel in-state and out-of-state will be required.

**LETTERS OF INTEREST AND RESUMES WILL BE ACCEPTED UNTIL RECRUITMENT NEEDS ARE SATISFIED.**

**(All letters of interest and resumes will be accepted on a first come, first served basis. Hiring may occur at any time during the recruitment process.)**

**TO APPLY:**

**Please submit a resume, letter of interest, and three professional references to:**

**Internal Candidates - <https://hcm20.ns2cloud.com/sf/jobreq?jobId=11183&company=SONHCM20>**

**External Candidates - <https://nv.jobs2web.com/job-invite/11183/>**

*The State of Nevada is committed to Equal Employment Opportunity/Affirmative Action in recruitment of its employees and does not discriminate on the basis of race, color, national origin, religion or belief, age, disability, sex, sexual orientation, gender identity or expression, pregnancy, domestic partnership, genetic information (GINA), or compensation and/or wages.*