



CALL CENTER SERVICE REPRESENTATIVE

Articulate, motivated and customer focused individual to handle inbound inquiries and outbound responses (both telephonic and written) regarding employee benefits. This position offers a great opportunity to enter a culture that provides employees with continued opportunities for growth and professional development. This position provides a competitive annual salary, a comprehensive benefits package, and a positive, supportive work environment.

Duties:

- answer incoming employee calls and emails
- resolve member enrollment issues and benefit inquiries
- act as liaison with insurance carriers to resolve claim issues / questions
- research contract parameters relating to a medical condition
- contact providers and members to clarify benefits or coverage
- maintain accurate and complete documentation of inbound and outbound calls in the database
- locate network provider(s) via internet
- communicate professionally with callers, healthcare providers, insurance carriers and clients
- provide and verify information to explain processes
- assist in creation and design of employee communications
- perform general administrative duties to assist other team members
- work Monday through Friday from **11:30 am to 8 pm**
- contribute to team and organization's goals
- light receptionist duties

Qualifications:

- 1-2 years of experience in claims resolution or insurance customer service, preferred
- HS diploma or equivalent is required (college degree preferred)
- Solid PC proficiency (MS Word, Publisher, Excel, Outlook, and Internet)
- Reliability and promptness
- Exemplary communication skills, oral and written
- Excellent listening and time management skills
- Ability to solve problems and make decisions
- Professional phone manner
- Patience and the desire to help others
- A positive, can-do attitude
- Ability to function as part of a team
- Attention to detail
- Willingness to work a flexible schedule during peak times when client need demands

Salary Range: \$26,000 to \$35,000 based on education and experience