



Customer Service Representative

Position Summary:

We are searching for a polite, professional Call Center Representative to work closely with other team members to provide outstanding service to our customers by answering questions, handling complaints and troubleshooting problems with our products and services. The Customer Service Representative may handle a high volume of calls and should seek to create a positive experience for each caller. They will listen to clients to understand the reason for their call, address all questions or complaints and provide an accurate and efficient response.

To be a successful Customer Service Representative, you should be customer-focused, detail-oriented and efficient. You should be polite, reliable, knowledgeable and adaptable.

This position has a hybrid schedule after successful training – 3 days in the office, 2 days work from home each week. We provide all of the necessary equipment for your home office.

Responsibilities

- Answering calls and providing assistance to participants to learn about and address their needs, complaints or other issues with products or services.
- Understanding and striving to meet or exceed call center metrics while providing excellent consistent customer service
- Responding efficiently and accurately to callers, explaining possible solutions and ensuring that clients feel supported and valued.
- Engaging in active listening with callers, confirming or clarifying information and diffusing angry clients, as needed.
- Building lasting relationships with clients and other call center team members based on trust and reliability.
- Process claims – This requires reviewing and verifying documentation to determine the appropriate reimbursement for the client's benefit account(s). After verifying, process the disbursement for the claim(s).
- Guide the assistance to plan design, password resets, portal and mobile app navigation, as well as eligible expenses.
- Bilingual is a plus!
- Taking part in training and other learning opportunities to expand knowledge of company and position.
- Adhering to all company policies and procedures.

Minimum Job Requirements:

Education: High school education or equivalent required.

Experience: One year experience in an Inbound/Outbound Call Center

Technical Skills: Strong aptitude in Microsoft Office including Word, with strong typing skills. Ability to learn and effectively navigate multiple systems and applications efficiently. Strong analytical and problem-solving skills.

Skills Test: Customer Service Aptitude Profile, Employee Personality Profile and Computer Literacy

Licensing: Not applicable

Status: Legal right to work in the United States

HIPAA:

This position could require the use and disclosure of personal identifiable data and candidates must be trained and comply with the company's Security and Privacy Rule policies.