



Customer Service Representative – Tier 1 Entry Level

Position Summary:

We are searching for a polite, professional Call Center Representative to collaborate closely with other team members to provide outstanding service to our customers by answering questions, managing 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, dependable, knowledgeable, and adaptable.

Responsibilities

- Respond to customer inquiries via phone, email, or chat, helping participants by addressing their needs, complaints or other issues with products or services.
- Understand and strive to meet or exceed call center metrics while providing excellent and consistent customer service.
- Document interactions and resolutions accurately.
- Engage in active listening with callers, confirming or clarifying information and diffusing angry clients, as needed.
- 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).
- 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: 0–1-year experience in an Inbound/Outbound Call Center or equivalent transferable

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 critical thinking 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.