

## **JOB DESCRIPTION**

**Position Title:** Member Services Clerk I  
**Department:** Member Services  
**FLSA:** Non Exempt  
**Reports to:** Member Services Supervisor

### **Description**

Provide benefit, claim & eligibility information in response to members' & providers' inquiries and when needed, create documentation to direct action for resolution and/or changes required to ensure accurate administration of those members' benefits.

### **Skills / Knowledge Requirements**

- Excellent Customer Service and Communication Skills
- Computer Literate in Word and Excel & other Microsoft applications
- 10 Key by Touch
- Type 45 WPM
- Good Communication Skills (written and verbal)
- Quick learner with the desire and initiative to keep learning
- Self-starter
- Strong organizational and multi-tasking skills
- Strong concentration, listening and problem-solving skills
- Some accounting experience, a plus
- Prefer minimum of 2 years college education or 4 years work experience in related field

### **Duties**

- Access, interpret and analyze information maintained on computer databases and in resource manuals that requires effective use of keyboard and PC screens.
- Respond and follow-up to member/provider inquiries in a timely and professional manner. Communicate accurate membership, benefit and claims information in response to inquiries verbally or through written correspondence within established procedures. Elevate exceptional cases to supervisor.
- Knowledge of the benefits for designated Health & Welfare account(s).
- Identify specific questions, problems or concerns using clarifying questions and research of individual files when contact is initiated by member or provider on the phone.
- Create, log and track contacts that require further action and maintain pending file to follow-up resolution of inquiries.
- Update records & complete process for various Fund benefits as required daily. Such as Age 26 notifications, Handicapped Reports, Address changes, Enrollment form verification and process, Disability process, COBRA & Self-Pay process, Child support requests, COBRA monthly notices, Life insurance process, Eligible but not covered process.
- File various documents to each member's folder for accurate record keeping.
- Present all information in a manner that represents PAI favorably and professionally.
- Assist supervisor and/or manager with other duties or projects as needed.

### **Other Duties**

- Receptionist Relief as needed and assigned

### **Physical Demands**

- Lifting and carrying file boxes within the office

### **Working Conditions**

- Indoors, air-conditioned office.
- Conditions will vary at client locations.

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**Work Shift**

- Monday to Friday, 8:00 AM – 4:00PM or 8:30 AM – 4:30 PM, 1 hour unpaid lunch
- The duties assigned will (may) involve situations that will (may) require over time

Accepted By: \_\_\_\_\_  
Employee's Signature Date

*The above information on this description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.*