

JOB DESCRIPTION

Position Title: Customer Service Representative I
Department: Member Services, Health & Welfare
FLSA: Non-Exempt
Reports to: Member Services, Health & Welfare Supervisor
Salary: \$17.00/hour

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.

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

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