

We are expanding our Processing Center Team! We are looking for individuals to perform tasks related helping employers confirm health plan eligibility for dependents currently on their health plan.

This is a Part-Time onsite position, working about 20 – 29 hours per week, working the afternoon shift. The wage is \$16.00 per hour. We offer flexible hours and alternate scheduling. Standard work hours can vary but are normally from 11:00am – 8:00pm, Monday through Friday.

### **Job Responsibilities**

- Communicates with members on a variety of platforms such by telephone calls, emails, faxes, and web portal responses
- Provides excellent customer support for incoming calls, reviewing information from the participant or documents, then appropriately entering the data, scanning and filing documents
- Ability to accurately interpret, summarize and post the data received in telephone conversations with callers and messages left by survey participants
- Ability to handle confidential data records safely and securely, according to HIPAA guidelines and requirements
- Participates in special projects and performs additional duties as required

### **Requirements**

- High school diploma
- Excellent written, oral, listening, communication and interpersonal skills
- Work experience in call center or document processing center helpful but not required
- Basic clerical skills, handling data input and filing, using copiers and scanners
- Above average computer knowledge and technical skills required
- Knowledge of Microsoft Word and Excel
- Outstanding organization skills with very good attention to details and specifics, and an eye for accuracy
- Motivated, focused, detailed, self-directed individual