



## **Role Summary**

Ameridial Healthcare Solutions has available openings for dedicated customer service representatives to take inbound customer service calls. As a healthcare customer service agent you would receive calls from health plan members. The main objective is to assist the caller with any questions they may have in regards to their claims, benefits, and enrollment issues. As this is a non-sales position, we are committed to providing the best quality customer service to our members.

## **Training begins 4/24/2018**

We currently have Part-time positions available.

We reward our dedicated staff with the following benefits: Excellent starting wages, Annual raises, Paid time off, Referral bonus, and MORE!

## **Essential Responsibilities**

Assist members and providers with medical claims analysis

Send members ID cards and provider guide books

Resolve current members enrollment issues

Provide information to members on which urgent cares, doctors, and pharmacies accept the members insurance

## **Requirements**

High school Diploma

Must attend training Tuesday thru Thursday 9:00am-5:00pm, Friday afternoon 2:00pm-7:00pm,

Saturday 8:30am-5:00pm, Training is only 2 weeks

Hours needed after training Weekends Sat-Sun 8am-8pm is a must ; 7am-9am during the week or 5pm-11pm, Part time, and must be available on holidays.

Must be able to pass pre-employment screenings

## **Qualifications**

1-2 years of customer service experience

Must possess excellent communication skills both written and verbal

Detail orientation, strong organization skills, and time management skills

Ability to multi-task

Moderate computer skills

**Please go to [www.ameridial.com](http://www.ameridial.com) and complete a quick application. Apply to the Spindale Healthcare Customer Service Representative (8430) position. Please check out the hiring video and here testimonials as to why are staff chose Ameridial for their CAREER!**

## **Disclaimer**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of the personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed