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## **Job Description**

### Customer Service Representative

Medi Healthcare Solutions is Rapidly Growing! We are a call center, specialized in supporting insurance agencies and their agents; Our clients help people with Medicare find the plan that best suits their needs.

We are hiring experienced Customer Service Representatives to join our Team! If you are a hard-working professional, MHS is a great place to grow your career. We offer full time positions, paid training and bonuses throughout the year.

#### Responsibilities and Duties

The Representative will be responsible for the following tasks:

Able to handle a high volume of calls daily

Lead management; Work assigned (company generated) leads in a timely manner directed by management.

Maintain up to date and clear information about assigned leads in company lead management system.

Complete the necessary calls to achieve/Exceed your monthly sales target (as instructed by management).

Follow up on your book of business within the time allocated by management.

Display a courteous and empathetic attitude to all customers

Communicate with field sales representatives to provide pertinent information.

#### Qualifications and Skills

Must be able to set appointments for pre-existing clients and new prospects for health care insurance. We require AGGRESSIVE, SELF MOTIVATED AND DEPENDABLE Individuals that have call center experience (inbound and outbound). We are looking for a phone pro who knows how to make the most of opportunities.

-Bilingual Preferred - English/Spanish

-Background Check Required

Company offers growth through training and assistance in licensing for health & life Insurance.

Job Type: Full-time