



## **Role Summary**

Ameridial Healthcare Solutions is looking for dedicated customer service representatives to take inbound customer service calls. As a healthcare customer service agent you would receive calls from current health plan members. The main objective is to assist the caller with any questions they may have in regards to the Medicaid enrollment process.

**Training begins for this full time position in July. Bilingual Spanish Speaking candidates are encouraged to apply. Please go to [www. ameridial.com](http://www.ameridial.com) and apply to posting id number 10298**

**We offer the following benefits to be apart of our team!**

- Excellent starting wages and annual raises
- Benefits offered, Paid Time Off, Referral Bonus, and **MORE!**

## **Essential Responsibilities**

- Make outbound calls to Medicaid members to follow up after they have enrolled in an insurance plan
- Answer Medicaid member questions about the enrollment process and insurance plan benefits

## **Requirements**

- High school Diploma or equivalent
- Must attend mandatory training Monday thru Friday from 9am-5pm
- Be available after training Monday thru Friday 8am-8pm for an 8 hour shift and Saturdays 9am-3pm.
- Must be able to pass pre-employment testing and 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

**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.