

Position Description

Position Title: Customer Service Representative **Date:** January 2025
Department: Customer Service **Reports to:** Client Services Manager
Position Location: Onsite during training and then remote
Position Classification: Hourly, Non-Exempt

JOB SUMMARY

This position responds to telephone calls from customers regarding eligibility, benefits, and claim processing for health plans, flexible spending accounts, health reimbursement arrangements, and dependent care assistance plans.

SPECIFIC DUTIES

- Respond professionally and accurately to inquiries from plan participants, employer groups, providers, and agents
- Document all calls in an online documentation system
- Retrieve messages left on an automated voice messaging system and respond throughout the business day
- Research issues and initiate corrective action with the applicable internal team for follow up and resolution
- Retain detailed information for quick and accurate responses to inquiries
- Demonstrate empathy and patience while efficiently handling calls and completing administrative tasks
- Maintain highest security and confidentiality standards applying to protected health information (PHI)
- Other duties as assigned

PREFERRED KNOWLEDGE, SKILLS, AND EXPERIENCE

- High school diploma or equivalent
- Minimum 1 year(s) or more of customer service in a call center preferred
- Health insurance or medical industry experience preferred
- Professional, effective communication skills with ability to tailor style to meet the customer's needs
- Basic computer skills, such as typing, data entry and experience with Microsoft Office Products (Word, Excel, Outlook, and Teams)
- Committed to providing excellent customer service through active listening, follow through, and health plan knowledge
- Willingness to learn and demonstrate understanding of insurance policies and plan documents in conjunction with applicable federal and state laws and regulations
- Ability to sit or stand for extended periods of time while taking and documenting calls and entering data
- Multi-lingual capabilities a plus

SCHEDULE

Individual team member schedules vary in order to cover department hours of 8 am – 6:30 pm Monday – Friday. After successful completion of training, representatives may choose a four 10-hour day work schedule if desired.

Due to high volume business need, this department has vacation blackout periods annually from December 15 – January 31st.

If you have any questions regarding a specific job position or completing the [MedBen Employment Application](#), please contact MedBen Human Resources Manager Jill Evans at (740) 522-7382 or medbenhr@medben.com.

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