

CSC Member Services Representative I

Location: Downtown Los Angeles, CA

Department: Customer Solution Call Center

Position Type: Full-time

Salary: \$15.80 per hour

Duties:

The member services representative will perform various functions including answering calls, conducting outreach activities and performing various data entry functions. This position handles first level calls involving member eligibility verification, general program, administration questions, and knowledge of at least one product or call skillset. Direct member request for I.D cards and PCP changes, triage of calls to appropriate unit.

Qualifications and requirements:

- High School Diploma: 2 years' customer service telephone experience in a healthcare environment, or with Associate Degree: 1-year customer service telephone experience in a healthcare environment
- Data entry experience with ability to type a minimum of 40 wpm
- Ability to answer a high volume of calls
- Previous ACD experience preferred
- Knowledge of medical terminology
- Must be a strong team player, quick learner, punctual with excellent attendance record, and customer service oriented
- Good understanding of service to the disadvantaged population, seniors and or people with chronic conditions or disabilities.
- FOREIGN LANGUAGE: Bilingual languages is highly desirable; English & Spanish, Chinese, Armenian, Arabic, Farsi, Khmer, Russian, Tagalog, Vietnamese, Korean

Benefits:

- Highly competitive salaries
- Outstanding medical, dental, and vision benefits
- Life insurance and retirement plans
- Credit union
- Tuition reimbursement
- Active Employee Activities Association

Email resume: angelsworkforce@gmail.com