

Expanding our Processing Center Team in 2021! We need individuals to perform tasks related to employee benefit surveys including locating missing or incomplete information on behalf of our clients and plan sponsors.

This is a **Part-Time onsite position**, working about 20 – 30 hours per week. The wage is \$15.55 per hour. We can offer flexible hours and alternate scheduling. Standard work hours can vary but normally are from 8:00am – 5:00pm, Monday through Friday. Depending on the projects, workloads, and client geographic locations, we occasionally need to cover additional hours between 5:00pm - 9:00pm.

Highlighted Duties:

- Communicates with members on a variety of platforms such as telephone calls, emails, faxes, and web portal responses
- Provides excellent customer support for incoming calls, reviewing information from the participant or documents, then appropriately entering the data, scanning and filing documents
- Performs appropriate research and follow-up in making outbound calls to gain the information and data needed
- Responds to inquiries from participants and client contacts promptly via telephone and email communications in a positive and effective manner
- Responsible for learning and communicating the client requirements for each of the customized surveys
- Ability to accurately interpret, summarize and post the data received in telephone conversations with callers, and within messages left by survey participant
- Ability to handle confidential data records safely and securely, according to HIPAA guidelines and requirements
- Ensures that our documentation, record keeping, and data postings are accurately entered and properly stored
- Actively works and collaborates with other team members to handle various tasks of printing, mailings, scanning, data entry, etc.
- Participates in special projects and performs additional duties as required

Requirements:

- High school diploma
- Work experience in call center or document processing center or other similar vocations, helpful but not required
- Basic clerical skills, handling data input and filing, using copiers and scanners
- Above average computer knowledge and technical skills required, with the ability to quickly learn computer software, tools and features
- Knowledge of Microsoft Office, very capable skills with Word and Excel
- Outstanding organization skills with very good attention to details and specifics, and an eye for accuracy
- Excellent written, oral, listening, communication and interpersonal skills
- Motivated, focused, detailed, self-directed individual

This information is a brief job summary for recruiting purposes only and does not constitute the entire job description, duties or requirements for this position.

Recommended skills

Communication, Customer Service, Organization, Multitasking, Professionalism, Interpreting, Accuracy, Prioritizing, Troubleshooting