



## **JOB ANNOUNCEMENT**

**For External Candidates**

### **CUSTOMER SERVICE REPRESENTATIVE**

**Department: Customer Service**

**Closing Date: Open Until Filled**

Become a part of EMI Health's growing organization. EMI Health is an employee benefits firm providing insurance products to companies and individuals in Utah, Arizona and Texas. We provide our employees with an outstanding benefit package that includes paid medical and dental coverage for employees, paid time off and holiday pay. We also offer vision, life, disability and retirement savings plans.

**SUMMARY:** Under the direction of the supervisor, the Customer Service Representative interacts with customers to resolve problems, answer questions and explain insurance benefits and procedures. The Customer Service Representative handles inbound calls only, no outbound cold calls or sales pitches. Beginning pay for this position starts at \$15.00/hour. The hours are 9:00 a.m. to 6:00 p.m. Monday through Friday.

#### **PRIMARY RESPONSIBILITIES:**

- Interfaces with customers via inbound calls to provide solutions to routine inquiries about benefits and claims.
- Researches customer information by effectively using internal technical tools in response to inquiries including but not limited to, authorizations, payments, coordination of benefits and eligibility.
- Investigates, analyzes and resolves outstanding issues to achieve customer satisfaction and takes responsibility for following through and bringing issues to closure.
- Maintains accurate documentation of all customer interaction.

#### **EDUCATION, EXPERIENCE AND QUALIFICATIONS:**

- High school diploma or equivalent.
- Effective keyboarding skills and computer knowledge.
- Excellent communication and organizational skills.
- Effective problem solving and critical thinking skills.
- Experience with medical and/or dental insurance helpful.

**APPLICATION PROCEDURE:** Submit cover letter and resume to [agreen-barton@emihealth.com](mailto:agreen-barton@emihealth.com).