

POSITION DESCRIPTION
CUSTOMER SERVICE REPRESENTATIVE

Location:	Baltimore, Maryland
Type of Position:	Grant Funded
Start Date:	August 1, 2013
End Date:	N/A
Salary:	\$12.00 – 15.00 per hour
Hours:	40 hours per week, hours vary
Reports to:	To Be Determined
Background Check Required?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

SUMMARY:

ATHENA Consulting seeks full time **Customer Service Representatives** to provide education and assistance related to eligibility and enrollment services for the Maryland Health Benefit Exchange (MHBE). The MHBE will educate and enroll uninsured/underinsured Maryland residents and small business groups in appropriate health insurance options.

MINIMUM QUALIFICATIONS:

1. High School diploma or GED required. Associate’s degree from an accredited university/college is preferred.
2. Minimum of 2 years experience in customer service, call center, or healthcare setting.
3. Excellent PC skills with emphasis on data entry and proficiency with Microsoft Office Suite.
4. Exceptional communication and phone skills. Ability to handle multiple calls while always providing excellent customer service.
5. Ability to actively listen and provide full attention to identify customer’s questions and needs through probing for clarification.
6. Experience interacting with a diverse population, using sensitivity, tact and discretion.
7. Bilingual speaking is a plus.
8. Must pass the Call Center Testing to proceed to interview process.

JOB RESPONSIBILITIES:

1. Provides assistance with applications, collects the necessary eligibility data, and verifies data provided.
2. Answers questions about available health plan selections and covered services.
3. Responds to requests to enroll in a health plan and calls to confirm enrollment start date, enrolling and renewing participants in Qualified Health Plans (QHPs), and Medicaid/Maternal Child Health Integrated Program (MCHIP).
4. Provide assistance navigating the web portal, assist with Advance Premium Tax Credits (APTC) eligibility, and compare QHPs.
5. Accepts premium payments through various means (credit cards, money order, etc.).
6. Research and resolve consumer issues and account discrepancies.

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7. Responds to inquiries related to eligibility status, enrollment status, and change in circumstances.
 8. Provide language interpretation services through the Consolidated Services Center in a culturally competent manner.
 9. Refer inquiries to Maryland state agencies including Department of Human Resources (DHR), Department of Health and Mental Hygiene (DHMH), QHPs, and Medicaid/MCHIP; Navigators, or agents/brokers as appropriate.
 10. Perform other duties as assigned.

HOW TO APPLY:

Please submit a cover letter and resume to resume@athenaconsultingllc.com
Specify "CUSTOMER SERVICE REPRESENTATIVE" in the email subject line.

Please, no phone calls or email correspondences. Applicants determined to meet the qualifications and requirements for this position will be contacted by a member of our recruitment team.

Athena Consulting, LLC offers a competitive benefits and compensation package. Athena Consulting, LLC is an Equal Opportunity Employer (EOE).