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Suzanne Turner, you are signed in.

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| Share    Job Description - Customer Care Specialist-Medicare Advantage (1600292)  **Job Description**   |  |  | | --- | --- | | **Customer Care Specialist-Medicare Advantage** **-** **(1600292)**  **Description**  **Location:** Cleveland, OH Headquarters  **Reports To:** S Subsinsky  **Salary Grade:** 54, Non-Exempt  **Job Summary**  Responds to and resolves a variety of customer inquiries regarding the Company's health insurance products and services.  Balances workload and achieves maximum efficiency to ensure timely, complete and accurate resolution is provided to customers on first contact. Navigates systems and confidently provides outstanding customer service in accordance with established quality expectations and service philosophy. Works to build customer loyalty by ensuring customer needs are met.  **Roles and Responsibilities**  • Responds to a variety of inquiries from customers through determined channels such as telephone, written, email, chat and face-to-face. Communicates information/solutions clearly, accurately and effectively in a manner that provides peace of mind to the customer.  • Conducts research and takes appropriate action on customer inquiries specific to determined channel(s). Recognizes and takes action to address issues that may impact other customers. (Strives for resolution on first contact).  • Assists management in special projects, on-the-job training and mentoring of new staff.  • Determines conditions to apply system overrides and accurately determines manual calculations for claims/adjustments.  • Performs other duties as assigned.    **Qualifications**  **Education and Experience**  • Associates Degree in Business Administration, Communications or related field or equivalent combination or training and experience. Bachelor's degree preferred.  • Successful completion of internal training program for an Associate Customer Care Specialist.  • Demonstrated ability to meet the performance metrics of an Associate Customer Care Specialist.  • Medicare Advantage knowledge and experience in a call center environment.  **Technical Skills and Knowledge**  • Basic PC navigation and MS Office skills.  • Knowledge of the Company's product offerings, systems and operational policies and procedures.    **Primary Location**  **:** US-OH-Cleveland  **Work Locations**  **:**  Cleveland - Headquarters  2060 East Ninth Street   Cleveland 44115  **Job**  **:** 7 - General Staff  **Organization**  **:** Customer Care  **Schedule**  **:** Regular  **Shift**  **:** Standard  **Job Type**  **:** Full-time   Day Job  **Job Posting**  **:** Aug 18, 2016, 5:03:21 PM |  |     Share |
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