



INTERCARE

Job Posting
Member Services Representative
Bilingual Spanish/English
San Diego office

In the Member Services Representative role, the successful candidate will work in a call center environment providing benefits administration and customer support services via telephone. Successful candidate will act as a benefit advocate for our clients and help resolve employee benefit issues, as well as educate our clients on how to better utilize their health and insurance benefit plans by performing the following duties:

- Communicates with employers, employees, and insurance carriers to resolve benefit issues.
- Answers benefits and insurance claims questions and recommends corrective services to address customer complaints.
- Works with team and supervisor to resolve complicated and escalated issues.
- Works with a high volume of calls.
- Provides high quality of work with professional demeanor, technical accuracy and conformity to company policies.
- Prioritizes problems and works through priorities.
- Provides Spanish translation of written materials, as well as converses with Spanish speaking members.

To perform the job successfully, an individual should demonstrate the following competencies:

- Strong understanding of benefit plans, provisions and customer service skills.
- Problem Solving - Identify and resolve problems in a timely manner; Gather and analyze information skillfully; Develop alternative solutions; Work well in group problem solving situations; Use reason even when dealing with emotional topics.
- Customer Service - Manage difficult or emotional customer situations; Respond promptly to customer needs; Solicit customer feedback to improve service; Respond to requests for service and assistance; Meet commitments.
- Strong ability to multi task and handle a high volume of work.
- Team Work - Supports everyone's efforts to succeed.

Qualifications/Requirements:

- Bilingual Spanish/English required.
- 2 years of related customer service experience and/or training in health care or benefits administration; or equivalent education and experience.
- Bachelor's degree is preferred.
- Benefits administration experience or experience working for an insurance carrier is strongly preferred.
- Ability to read, analyze, and interpret health and insurance benefit summaries, explanation of benefits, and summary plan descriptions.
- Must have proficiency in Microsoft Word and the ability to develop basic Excel spreadsheets.

If you thrive in a fast-paced environment and enjoy creative and challenging work, Intercare may be the company for you! Intercare Insurance Solutions is looking for success minded, team oriented individuals who want to join a dynamic and growing company. Intercare is results-oriented and focused on providing excellent service and measurable value to our clients.

Intercare Insurance Solutions' model provides unparalleled customer service aimed at achieving the highest levels of client satisfaction and offers a wide array of additional services beyond those of the traditional insurance broker. Our forward-thinking culture has enabled Intercare to become one of the fastest growing corporate insurance companies in the West, providing insurance brokerage, employee benefits consulting, and risk management services to our clients. Intercare provides its clients with insurance solutions that are targeted, detailed and customized according to corporate, financial and human resources objectives.

For additional information about Intercare Insurance Solutions, please visit our website at www.intercaresolutions.com. In addition to highly competitive compensation packages, Intercare also offers a comprehensive benefits package for our associates and their families, which includes medical, dental, life and disability, retirement, etc. For consideration, please submit your resume and cover letter referencing job #040LK to careers@intercaresolutions.com. Intercare Insurance Solutions is an Equal Employment Opportunity employer.