



## **Customer Service / Claims Analyst – Full-time**

### **Responsibilities:**

- Handling inbound and outbound calls from members and providers
- Provide courteous and professional support
- Troubleshoot customer issues and resolve them quickly and cheerfully
- Timely and accurate processing of dental, vision and non-medical claims for payment/denial

### **Skills/Qualifications:**

- Energy and enthusiasm
- Experience with employee benefits/medical/dental billing office
- Prior experience with phone-based or in-person customer service
- Excellent written and verbal skills
- Ability to actively listen
- A courteous and professional demeanor, on the phone and in person
- Expert attention to detail
- Willingness to learn, organize, and assist coworkers
- Bilingual (preferred but not necessary)

Please send resumes to:

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