



Member Services Representative – Irvine, CA

Summary:

LIBERTY Dental Plan is looking for individuals who can provide excellent customer service by answering phone inquiries from members and providers regarding dental benefits, eligibility, and all other related inquiries.

Essential Duties:

- Must be able to work in a fast paced environment handling multiple demands.
- Excellent verbal and written communication skills required.
- Ability to answer 80 + calls per day.
- Provide quality customer service through one-call resolution; develops and maintains positive customer relations and coordinates with various functions within the company to ensure customer requests and questions are handled appropriately and in a timely manner.
- Uses computerized systems for tracking, information gathering and troubleshooting. Thoroughly documents inquiry outcomes for accurate tracking and analysis.
- Accurately processes customer applications received via mail and fax.
- Must be able to work prolonged periods of sitting and use of headset, keyboard and terminal.
- Navigates multiple systems while on the telephone to respond thoroughly to a caller's inquiries.
- Performs other duties as assigned.
- Responds to customer requests received via phone and or email in a prompt and professional manner.
- Seeks, understands and responds to the needs and expectations of internal and external customers.
- Team player – willing to learn, assist and help other team members as required
- Under immediate supervision, receives and places follow-up telephone calls (inbound and outbound) and e-mails to answer customer questions that are routine in nature.

Qualifications:

- Bilingual in English/Spanish a plus
- 2-5 years of customer service experience in a call center environment
- Dental experience or healthcare industry experience a plus
- Excellent customer service and interpersonal skills
- Ability to multi-task and handle fast paced environment
- General computer skills: Microsoft Office, data entry of 45 wpm
- High School Diploma/GED

LIBERTY Dental Plan is an Equal-Opportunity Employer and supports workplace diversity.