



VECRA is seeking a Part-Time

CUSTOMER BENEFIT REPRESENTATIVES

Do you like to help others? VECRA is looking for candidates with a desire to help others understand the benefits of having support as family caregivers who are caring for their loved ones at home.

ROLES and RESPONSIBILITIES

Call customers and those caring for customers to enroll them to participate in the Caregiver Program. Duties will include using knowledge of the company's Caregiver program and policies to assist callers in enrolling in a program that assists a caregiver with the need to help provide care at home. More roles include listening to customers' needs or issues and providing helpful referrals and information for their problems.

- Conduct initial outreach to UHC members and identified caregivers.
- Follow scripted engagement procedures for member and caregiver assessments. Adhere to established workflows and engagement protocols.
- Efficiently and effectively manage high volume of outbound calls
- Communicate effectively with customers/caregivers via phone while reading from scripts that describe the company's benefits.
- Access internal and client systems, update screens and enter contact notes in automated systems.
- Identify and report topics and customer responses that help to improve processes and procedures.
- Share information and knowledge with team members and management to reduce the number of repeated issues
- Document outreach attempts and outcomes accurately
- Consistently represent our client and brand with professionalism and integrity.
- Collaborate with Tier II and Tier III representatives for complex cases. Follow escalation and complaint procedure to ensure that all customer escalations and complaints are tracked. Utilize appropriate tools to ensure the customer always receives relevant and accurate information
- Be a role model of effectively promoting and adopting change
- Report any issues or challenges to the Program Manager.
- Know and support VECRA departmental procedures and keep up-to-date as they change



- Other duties as assigned

This list is not intended to be comprehensive. Additions may be made at the discretion of contract needs. This job description in no way states or implies that these are the only duties to be performed by the employee(s) in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

REQUIRED SKILLS AND QUALIFICATIONS:

- 2+ years of demonstrated high-volume call center experience
- Strong interpersonal skills with the ability to interact with internal/external customers and across organizational elements.
- Superior interpersonal skills including courtesy, professionalism, empathy, and a cooperative attitude
- Demonstrated teamwork skills.
- Excellent verbal and written English communication skills
- Persons fluent in verbal and written Spanish communication skills are encouraged to apply
- US citizenship, or must be authorized to work in the USA

DESIRED SKILLS

- Excellent communication skills
- Outstanding problem-solving skills
- Outstanding written and verbal communication skills
- Computer skills including basic typing skills, navigating multiple tabs, windows and systems
- Have exemplary organizational skills
- Dedicated to meeting client expectations
- Ability to learn and adapt in a constantly evolving environment
- Ability to multitask daily and exhibit excellent time management skills

EDUCATION

- Associate's degree in a Human Service or Health Service/Administration field
- 3+ years of demonstrated call center experience
- Adequate and relevant experience in customer service roles may be substituted for educational requirements.



OTHER

Req #:

Job Class: Benefits Representative

Location | Place of Performance: Remote or Client facilities options at the various USA locations

Telework or Virtual: Yes; Several options as some positions are also onsite

Req Type: Part-Time

Travel: None

Salary: Competitive

BENEFITS

We offer a competitive benefits package for full-time employees to include paid holidays, paid time off, medical, dental, short and long-term disability.

VECRA, Inc. is an equal opportunity and affirmative action employer. VECRA is committed to administering all employment and personnel actions on the basis of merit and free of discrimination based on race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, or disability. VECRA maintains a drug-free workplace and performs pre-employment substance abuse testing and background checks, where permitted by law.

Email resumes to HumanResources@vecrainc.com with Subject Line: CUSTOMER BENEFIT REPRESENTATIVES