



VECRA is seeking Full-Time

Call Center Agents

VECRA, Inc. seeks remote Call Center Agents to support an inbound call center that provides support to the Maryland Health Benefits Exchange that assist Maryland consumers with assistance regarding their healthcare benefits.

COMPANY DESCRIPTION

VECRA, Inc. is a service-disabled veteran-owned small business (SDVOSB), woman-owned small business (WOSB), minority business enterprise (MBE) consulting firm implementing proven methodologies that help our clients drive growth, transform businesses, and innovate breakthrough ideas. VECRA's extensive experience with innovative software applications, reporting systems, facilities and supply chain management, program management and staffing support services are always:

Vigilant * Efficient * Collaborative * Responsive * Accurate

Job Description

The remote Call Center Agents can expect to receive an average of 30-35 inbound calls daily (the call center volume will be higher during open enrollment) This position requires seven weeks of paid training. Equipment will **NOT** be provided; you must provide your own computer/laptop (Chromebooks and iPads are not allowed) and a headset.

ROLES and RESPONSIBILITIES

- Answer incoming calls from consumers, prospective enrollees, and people assisting enrollees or acting on their behalf policies, procedures, and protocols, including but not limited to the confidentiality and privacy policies
- Track and document all inquiries using the applicable systems
- Complete associated tasks according to the established guidelines



- Meet Quality Assurance (QA) and other key performance metrics
- Assisting consumers with changes to their existing application
- Resetting consumer's passwords so that they may self-service
- Checking application status – is coverage effective?
- Escalate calls or issues to the appropriate designated staff for resolution as needed
- Facilitate translation services for non-English speaking callers according to procedures
- Attend meetings and training as requested and maintain up-to-date knowledge of all programs and systems

QUALIFICATIONS and REQUIRED SKILLS:

- 3 or more years of call center experience
- Experience with high inbound call volume
- Experience with meeting or exceeding established metrics
- Must be a fast learner, punctual, and self-reliant
- Can multi-task
- Ability to listen to understand, NOT listening to respond
- Above average computer skills

EDUCATION

- High School Diploma or GED

OTHER

- **Work Hours:** 8:00am to 6:00pm (will be assigned an 8-hour shift within this timeframe)
- **Req Type:** Maryland Residents Only
- **Salary:** \$16.13/hour
- **Location:** Remote, residing in Maryland
- **Travel:** No

BENEFITS



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

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: Call Center Agents**