

QUALITY CARE PARTNERS JOB DESCRIPTION

JOB TITLE: Account Service/Customer Service Rep (Non-Exempt)

POSITION SUMMARY:

Responsible for answering members, employers, brokers and providers questions, implementing new third party administrators and groups, documenting complaints, and clarifying benefit changes or exclusions. Responsible for regular contact with employer groups, benefit representatives, company reps and other labor reps involved in evaluation and implementation of the health plan offerings.

RESPONSIBILITIES:

- Coordinate implementations of new partners, including TPAs, Stop loss carriers, and other affiliated companies.
- Handle implementation of all new groups.
- Responsible for keeping internal resources for current groups up-to-date.
- Create positive relationships with current partners and be primary contact for TPA group service reps.
- Analyzes consumer needs and determines how current services of QCP are meeting these needs, as well as gaining input from consumers in the development of new services.
- Follows up on all customer satisfaction information.
- Assist with satisfaction surveys.
- Assist with maximizing community physician awareness and overall image of QCP.
- Understands benefit design and reinsurance market as well as fully insured industry trends
- Creates positive relationships with medical communities surrounding QCP's primary service area.
- Other duties as assigned.

REQUIRED QUALIFICATIONS:

Associate degree in health-related field, communications, sales and/or marketing preferred.

Experience in human resources, retail, insurance, customer service medical and/or service industry preferred. Advanced computer literacy and the ability to master computer programs used for this work. Flexibility and professionalism a must. Knowledge about federal and state insurance regulations.

DEMONSTRATE QCP VALUES:

The values of Quality Care Partners are demonstrated on a daily basis and reflected through job duties and responsibilities as evidenced by:

- **Caring:** Seek to listen, understand and respond to our customers' needs with care; Communicate with co-workers and customers with positivity and empathy; Be good stewards of QCP resources.

- **Excellence:** Strive to exceed, not just meet expectations; Always deliver services with accuracy and efficiency; Recognize and utilize your strengths and the strengths of others.
- **Improvement:** Bring new ideas to create positive change and solutions; Be open to the ideas and suggestions of others; Be an advocate to continuously improve QCP.
- **Accountability:** Take ownership for your daily decisions; Stay focused on your job and eliminate distractions while at work; Demonstrate QCP values in everything you do.

TRAITS AND APTITUDES:

- High level of awareness of pertinent details; excellent organizational skills.
- Excellent verbal and written communication skills.
- Must handle pressure effectively.
- Professional appearance and demeanor.
- Able to maintain confidentiality.
- Excellent computer literacy and skills with the ability to master programs needed for position.

PHYSICAL DEMANDS AND WORK CONDITIONS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must have excellent written and verbal communication skills as well as the ability to observe, assess, guide and evaluate others.
- Must be able to hear, speak, and see and to coordinate motor skills.
- Must be able to sit for prolonged periods of time.
- Must be able to climb, lift 25 pounds, stoop and bend and reach above head.
- Ability to collect data, interpret findings, set priorities and carry out established plan.
- Ability to read, write and utilize manual and computerized systems of documentation.
- Must read a significant amount of information in a relatively short period of time.

EEO STATEMENT:

Quality Care Partners is an equal opportunity employer that is committed to inclusion and diversity. We take affirmative action to ensure equal opportunity for all applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, Veteran status, or other legally protected characteristics.

REPORTING RELATIONSHIPS:

Position Reports to: Director of Sales & Marketing