Support Montana Healthcare Programs as a Customer Care Associate.

Job Description:

***The position is in Helena, MT, however, the work may be performed from home at times considering the economic and office impact of Covid-19***

Hours: 8:00 AM – 5:00 PM

During training your pay will be $14.60 per hour; following training you will move to a performance-based compensation model

- Executes routine inbound and outbound call center activities concerning the business products/services, using a standard script and established guidelines and under supervision, in order to meet SLAs
- Ascertains nature of the transaction/call and assesses whether it can be handled in place, needs to be transferred, or further follow-up is required, in order to provide client with appropriate resolution.
- Provides customer with appropriate standard information requested.
- Derives all necessary information from customer to update database.
- Understands when to seek help and/or escalate to a more senior role.

Qualifications:

- HS Diploma or GED required
- Medical insurance or medical office experience
- Proficiency using Computer and MS office products

Preferred Skills:
Proficient 10-key by touch
45 wpm typing minimum with exemplary accuracy

Selected individuals should be able to exhibit the following:
Outgoing and energetic attitude
Ability to communicate clearly and confidently
Ability to multi-task
Ability to analyze new situations and apply problem-solving skills

How to Apply: Visit Conduent.com/careers and enter job code: 37872