**Member Relationship Coordinator**

**POSITION SUMMARY:**

The Member Relationship Coordinator is responsible for promoting the benefit of and scheduling health risk assessments for customers of health insurance plans. The Member Relationship Coordinator contacts health plan members and secures appointments for patients and/or family members with nurse practitioners for an in-home health risk assessment.  The assessments are designed to educate, inform and encourage patients and family members to participate in this program to improve their overall health and quality of life. The main responsibility of this position is to conduct outbound calls to health plan members and schedule/secure in-home visits.

**OPPORTUNITES INCLUDE**:

* Great starting base pay with the potential to earn more through increased productivity measures
* Rewards/Recognition programs for super star performers
* Be part of the #1 Company in the health risk assessment industry
* We develop our employees through multiple career options (QA Reps, Supervisors, etc) for professional growth opportunities within the same contact center
* We energize & support an environment where we complete work every day that positively changes the lives of people in need. Not your ‘typical’ call center.
* **Additional income opportunities for bilingual candidates!**

**POSITION RESPONSIBILITIES:**

* Makes outbound calls to health plan members or receives incoming calls from health plan members to coordinate and schedule in-home visits with nurse practitioners, answer questions, provide resolution to participant and/or provider issues.
* Explains the benefits of health risk assessments and overcomes objections.
* 90% of time will be making outbound appointment setting calls and follow-up calls.
* Accurately and concisely documents customer feedback and special needs indicated during each call in computer based system.
* Identifies and addresses the patients’ issues and anticipates future needs by providing additional information, as needed.
* Navigates in a Windows-based system to access the appropriate information to service the customer.
* Operates various office equipment; including telephone, and computer.
* Other duties may be assigned, based on company’s needs.

**POSITION REQUIREMENTS:**

Educational Requirements:

* Requires high school education or the equivalent.

Required Skills and Abilities:

* 6-12 months of outbound call center experience required;
* One (1) year sales experience in an appointment setting, lead generation, insurance sales, vacation sales, preferred.
* Demonstrated ability to concept-sell the benefits of a service or program and overcome objections to participation;
* Medicare experience preferred;
* Must have excellent verbal and written communication skills, with good command of the English language, as well as strong interpersonal skills. Must be comfortable speaking with Medicare beneficiaries by phone.
* Must be able to speak clearly and unencumbered on the phone.
* Excellent data entry skills and proven ability to navigate multiple computer screens while conducting a customer call.
* Must demonstrate basic skills in Microsoft Outlook, Excel or equivalent applications, and be familiar with call center software applications;
* Demonstrated ability to organize, take initiative and follow up independently;
* Proven time management, multi-tasking, prioritization and follow-up skills in a rapidly changing environment;
* Ability to think independently and make decisions, while adhering to company standards and guidelines;
* Ability to work independently, while being a productive *member* of the team;
* Ability to work in a fast paced dynamic growth environment;
* Must be flexible to work days/nights, weekends and select holidays as needed.

**Typical Physical and Psychological Demands:**

* Requires prolonged sitting. May require some bending, stooping, twisting, and/or stretching from seated or standing positions.
* Requires eye-hand coordination and manual dexterity sufficient to frequently operate a keyboard, telephone, copier, calculator and other office equipment.
* Requires normal range of hearing and eyesight to record, prepare and communicate appropriate information via telephone or computer.
* Requires moderate to intense concentration due to complexity and/or need to meet deadlines, and flexibility to readily adapt to a changing environment.
* Must be able to lift 10 lbs. or more.

Supervisory Responsibility: No supervisory responsibilities.

**TRAVEL REQUIREMENTS:** No travel required.

***The preceding functions may not be comprehensive in scope regarding work performed by an employee assigned to this position classification. Management reserves the right to add, modify, change or rescind the work assignments of this position. Management also reserves the right to make reasonable accommodations so that a qualified employee(s) can perform the essential functions of the position***

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