



JOB TITLE: Member Services Representative **DATE:** 5.29.08

DIVISION: Grafton **REPORTS TO:** Member Services Assistant Supervisor

DEPARTMENT: Customer Service **GRADE:** 5
Member Services Dept. **FLSA:** Non-Exempt

JOB SUMMARY:

Primary responsibilities include providing customer service to members by answering their telephone inquiries accurately and in a timely manner.

JOB DUTIES AND RESPONSIBILITIES:

- Provide information regarding eligibility, benefits, authorization and claims status to members as well as assist to find a dentist.
- Assist members to schedule appointments to comply with unique health plan requirements.
- Provide backup for the Provider Services team.
- Assist with administrative duties and departmental projects as assigned.
- Communicate to management ways to improve processes and productivity of company.
- Other duties as assigned.

JOB REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each duty/responsibility satisfactorily. Member telephone inquiries are to be answered accurately and within the allotted time frames. Telephone statistics and monitoring will show that the employee meets all expectations. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. Bilingual language skills in English & Spanish are helpful.

- HS Diploma/GED
- Knowledge of general computer software (Excel, MS Word and Access a plus)
- Previous customer service experience.
- Previous call center experience a plus.
- Excellent verbal communication skills.
- Excellent interpersonal skills.
- Ability to prioritize and organize multiple tasks.
- Ability to remain organized with multiple interruptions.
- Good PC Skills.

- Analytical ability.

PHYSICAL AND ENVIRONMENTAL DEMANDS:

- Ability to communicate and remain focused in an active office (call center) environment.
- Ability to efficiently operate all job related office equipment (Telephone, Computer, Calculator, Fax, and Copier).
- Ability to communicate via telephone while also utilizing computer resources and documenting calls, etc.
- Ability to sit for 80% or more of an 8-hour workday.
- Ability to read and view computer screen.
- Ability to work in call center environment, on phones and using a computer, for 95% of an 8-hour workday.
- The Member Services area is located in a wheelchair accessible building. The office environment is active with high voice levels and interruptions, which may challenge hearing and concentration.

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform this position.

*** In accordance with DentaQuest's Compliance Plan, employee must conduct DQV business in accordance with applicable laws, regulations, professional standards and ethical standards and report potential compliance or ethical issues to manager or DQV's Compliance Officer. ***

DentaQuest's Affirmative Action Program affirms our commitment to make reasonable accommodation to the known physical or mental limitation of otherwise-qualified individuals with disabilities or special disabled veterans, unless the accommodation would impose an undue hardship on the operation of our business. Please see Human Resources for additional information regarding this Program.