

MEMBER SERVICES REPRESENTATIVE I

Must speak either Spanish, Tagalog or Cantonese/Mandarin	Full-time position with generous benefits	Telecommuting option for candidates in California
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Make a real difference in people's lives by helping them get health care – all while working from home.

As a Member Services Representative, you'll answer phone calls from members of [Health Plan of San Mateo \(HPSM\)](#), a County-funded nonprofit founded in 1987 that manages over 140,000 members' health care, including all of our community's Medi-Cal eligible residents. By helping people get the most of out their plan benefits, you'll gain firsthand knowledge of the health care industry – and have opportunities to grow your career in a dynamic department.

Position overview

- Join a 27-person Member Services team, which is members' first point of contact with HPSM
- Provide HPSM members with accurate information about their benefits over the phone
- Transfer members as needed to the correct HPSM department or external agency

Key skills

- Speak either Spanish, Tagalog or Cantonese/Mandarin
- Communicate with members calmly and respectfully (even when someone is not calm and respectful)
- Clearly explain HPSM's benefits and how to access them in a way that members can easily understand
- Quickly look up benefit and resource information on the computer while actively listening and responding to what callers say
- Update member records and document phone logs in HPSM's computer system
- Prepare activity reports to help the department measure and improve performance

Requirements

These are the typical qualifications typically needed to succeed in this position. However, you don't need to meet every requirement to apply.

Education and experience

- High school diploma, GED or equivalent
- One year of customer service experience

Knowledge of:

- Customer service best practices
- Computer applications, including proficiency in Microsoft Office Suite
- Health insurance plans

Ability to:

- Work as part of a professional team and follow department procedures
- Adapt to changes in requirements/priorities for daily and specialized tasks
- Communicate effectively verbally and in writing

Salary and benefits

The starting salary range depends on the candidate's work experience.

Excellent benefits package includes:

- HPSM-paid premiums for employee's medical, dental and vision coverage (employee pays 10% of each dependent's premiums)
- Fully paid life, AD&D and LTD insurance
- Retirement plan (HPSM contributes equivalent of 10% of annual compensation on top of salary)
- 13 paid holidays a year, 12 paid sick days a year and paid vacation starting at 16 days a year
- Tuition reimbursement plan

- Employee wellness program

To apply, complete an [HPSM Employment Application](#) and submit it with a resume and cover letter that includes salary expectations to careers@hpsm.org. Submissions without a cover letter and salary expectations may not be considered.

Health Plan of San Mateo (HPSM) is a local community-based health plan that manages the health care of over 160,000 low-income people San Mateo County, including all its Medi-Cal eligible residents. HPSM is proud to be an Equal Opportunity Employer and an affirmative action employer. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status.