

## MEMBER SERVICES REPRESENTATIVE I

<b>Three open full-time positions with generous benefits</b>	<b>Telecommuting option for candidates in California</b>	<b>Bilingual candidates preferred (especially English/Spanish)</b>
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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 160,000 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

- Be part of 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

- Answer a high-volume of incoming patient calls
- Communicate with members calmly and respectfully (even when caller 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
- Research member problems to find solutions consistent with departmental rules
- Clearly and accurately update member records and document phone logs in HPSM’s computer system
- Prepare activity reports to help the department measure and improve performance
- Bilingual English/Spanish candidates preferred, but we are also looking for those who are:
  - Fluent in Chinese, Tagalog or Arabic
  - Monolingual English speakers who have work or lived experience with communities experiencing poverty

### Requirements

These are the 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; (B.A./B.S. preferred)
- One year of experience providing direct customer service to patients in healthcare

#### Knowledge of:

- Customer service best practices
- Computer applications, including proficiency in Microsoft Office Suite
- Health insurance plans
- Medical terminology (preferred)

#### Ability to:

- Work as part of a professional team and follow department procedures
- Serve members of diverse backgrounds, cultures and abilities with empathy, dignity and respect
- Adapt to changes in requirements/priorities for daily and specialized tasks

- Communicate effectively verbally and in writing
- Create clear, accurate written documentation

## 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); option of four medical plans to choose from
- Fully paid life, AD&D and LTD insurance
- Retirement plan (HPSM contributes equivalent of 10% of annual compensation); no match required
- 12 paid holidays a year, 12 paid sick days a year and paid vacation starting at 16 days a year
- Tuition reimbursement plan
- Employee wellness and support programs, including our EAP (Employee Assistance Program) which provides access to counseling referrals, financial planning assistance, legal consultations and more!

**To apply** submit a resume and cover letter with salary expectations to [careers@hpsm.org](mailto:careers@hpsm.org). Submissions without a cover letter and salary expectations may not be considered.

Health Plan of San Mateo (HPSM) is a local County-funded nonprofit manages the health care for 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.