

Member Services Representative
ConsumerMedical
Pembroke, MA

Hours

Monday through Friday

9:30 a.m. to 6:00 p.m., three days a week

11:30 a.m. to 8:00 p.m. two days a week

THIS IS A REMOTE POSITION AND AVAILABLE TO QUALIFIED CANDIDATES WITHIN THE US

At ConsumerMedical, we're a **medical ally** that empowers employees and their families to make better medical decisions at every point in their healthcare journey. We do this by combining our deep clinical expertise with compassionate, high-touch support and a unique understanding of all the challenges along the way.

We offer what only independent medical experts can: unbiased answers on any medical condition, vital information curated for each participant, advice based on hard evidence, assistance getting expert opinions, and the one-on-one support to make even the most difficult health decisions with confidence. Our comprehensive solution integrates **medical decision support** and **expert medical opinion** to guide individuals and families throughout the healthcare journey, while also reducing unnecessary elective surgeries and driving patients to the highest quality providers.

Purpose:

ConsumerMedical is looking for an outgoing **Member Services Representative**, professional to add to our team. The purpose of this role is to engage and activate the participants to seek the best treatment and healthcare decisions. Our **Member Services Representative** do this by assessing a caller's needs, understanding where they are in the treatment decision making process, making referrals, and supporting their particular needs. **Licensed Practical Nurses (LPN's) are strongly encouraged to apply.**

Job Responsibilities

- Encourages participants to enroll in free healthcare services offered to them by their employer
- Works closely with the nurse team and or other teams to determine best method to satisfy participants need(s)
- Prioritizes the most important service needed (coaching, information, emotional support)
- Initiate outbound calls to potential participants by operating telephone equipment, automatic dialing systems, and other telecommunications technologies
- Promotes ConsumerMedical services using scripting and talking points specific to customer needs
- Identifies potential participants and maintains accurate outcome details within database

- Maintains operations by following policies and procedures; reporting needed changes back to management
- Contributes to team effort by accomplishing related results as needed
- Builds effective rapport with all callers
- Identifies areas of potential impact during the enrollment process and communicates that to appropriate resource
- Provides web navigation and assistance in registering on the patient- facing web site

Desired Skills and Experience:

- Completion of an LPN Training program, or a college graduate employed in a health-related field is preferable
- Strong telephonic communication skills requesting confidential medical information
- Experience in telemarketing and/or cold-calling individuals for purposes of promoting available services
- Must be able to multitask while providing excellent customer service to our participants
- Strong organization skills and detail oriented approach to problem solving
- Proficient with Microsoft Office Suite (Excel, Word, Outlook, PowerPoint)
- Experience working with a variety of digital/internet media and interest in exploring new information technology
- Enthusiastic, must enjoy working independently and in a team environment
- Must be comfortable with a fast paced, evolving operation
- Must be motivated for sales and able to handle rejection in a professional manner
- Must have strong time management skills
- Flexible and willing to perform other tasks as assigned
- Ability to adapt to a fast-paced environment
- Bi-lingual in English/Spanish a plus

Interested candidates should submit a cover letter and resume when applying.

Disclaimers:

Applicants, as well as position incumbents, who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

ConsumerMedical is committed to the principle of equal employment opportunity. Applicants for employment and employees are reviewed on their individual qualifications for a position. Under no circumstances will ConsumerMedical discriminate against qualified persons on the basis of race, color, religious creed, retaliation, national origin, ancestry, sexual orientation, gender, gender identity/expression, disability, mental illness, genetics, choice of health insurance, marital status, age, veteran status, or any other basis prohibited under applicable law.