

JOB POSTING – Toronto

Position Title: Customer Service Representative

Available: Permanent Full-time

Department: Call Centre

Reports To: Call Centre Supervisor

Description:

The primary role is to respond to in-coming medical provider inquiries. The Provider Call Centre is the venue for telephone communication related to day-to-day claims adjudication queries. This position is instrumental in meeting contractual objectives and service levels.

Preferential hiring is given to candidates of Indigenous ancestry including status and non-status First Nations, Metis and Inuit. We encourage applicants to include this information in their cover letter when applying.

Key Responsibilities:

- Respond to a steady volume of inbound calls from Health Care Providers
- Respond to inquiries regarding eligibility on multiple benefit types (Dental, Pharmacy, Medical Supplies and Equipment, Extended Health, Vision Care and Mental Health Counselling) and claim inquiries
- Identify and assess Providers' needs and achieve first call resolution on every call
- Provide accurate, valid, and complete information in accordance with applicable call scripts and documented procedure manuals
- Provide technical support to Providers where required in order for the Provider to submit claims electronically, assist in navigation of public websites, and troubleshoot on claims transmission errors
- Keep abreast of procedural changes, circulated newsletters and external communications to ensure the most accurate information is communicated to Providers on the call
- Manage complaints and provide appropriate solutions and follow-up where required to resolve an inquiry. In cases of an escalated nature, the CSR will transfer the live call to a Supervisor for assistance
- Participate in training and cross training for Pharmacy, Dental, Medical Supplies and Equipment, Vision Care, Mental Health Counselling and Extended Health benefits as required for skill development
- Attend regular team meetings for procedural updates and team building and coaching sessions as required for quality assurance and performance development

Qualifications:

- One-year experience in a call centre or customer service environment or relevant comparable experience
- Intermediate skills in MS Office (Word, Excel, Outlook)
- Strong keyboarding skills

- Excellent verbal and written communication skills
- Strong interpersonal skills with the ability to work independently and within a team environment
- Exceptional problem-solving skills

Physical Demands/Working Conditions:

- Job requires precise finger/hand movements while working with a keyboard
- Need to remain at work station for lengthy periods
- Must be flexible to work shifts; including days, afternoons, evenings – 6:30 a.m. to midnight, weekends and holidays 8:00 a.m. to midnight

Benefits of Working with FCH:

- Pension and Group Benefits start on first day of Permanent employment status
- Competitive Salary with generous PTO
- Inclusive work environment

We are an equal opportunity employer that promotes a diverse, inclusive and accessible workplace. By embracing diversity, we build a more effective organization that empowers our employees to be the best that they can be.

For more information about First Canadian Health, and our parent company, Tribal Councils Investment Group, please visit:

<https://firstcanadianhealth.biz/>

<http://www.tcig.biz/>

Resume can be emailed to:

Human Resources Manager: Cbajona@fchealth.biz
416-642-6372