

Customer Service Representative

Location: In person, Phoenix, Arizona

Employment Type: Full-Time

Salary: \$20 - \$23/Hour

Job Summary

At Vault Strategies, we specialize in innovative healthcare cost containment solutions and self-funded insurance programs that drive real savings for employers.

Position Summary

We are hiring for a Customer Service Representatives (CSR) that will work in a call center environment under supervision, to receive and process inbound calls from members on our health plans. CSRs will execute customer satisfaction by providing accurate, consistent, and timely information regarding plan information and benefits.

Key Responsibilities

- Professionally and effectively handle incoming requests from customers and ensure issues are resolved both promptly and thoroughly
- Efficiently gather customer information, educate customers where applicable, and document each interaction
- Handle issues in the best interest of the customer and the company
- Continuously evaluate and identify opportunities to drive process improvements that positively impact the customer's experience
- Meet and achieve department standards for phone availability, log in times, the quality of calls handled, hold times, and average speed of answering calls.
- Initiate contact with the appropriate member and/or medical personnel to obtain information relevant to the concern or inquiry as needed.
- Follows established procedures to meet member requests.
- Complete required training and understanding how to use tools available to obtain necessary information.

Qualifications & Skillsets

- Excellent written and verbal communication skills
- Great customer service skills
- Previous healthcare experience preferred
- Previous call center and/or customer service experience preferred
- Strong multitasking skills (i.e., ability to effectively search for and type information on computer, navigate multiple windows/screens quickly and input information accurately while keeping pace with the call) and ability to work in a fast-paced environment.
- Demonstrated analytical and problem-solving skills.
- Discipline and time-management skills

Why Join Vault

Vault Strategies is at the forefront of transforming healthcare cost strategies for employers. If you are passionate about delivering results, building strong relationships, and growing with a team that values innovation and impact- we want to hear from you.

Vault offers growth and mobility that is tough to match. To learn more about our company, visit www.allthingsvault.com!

About Vault Strategies

At Vault, our unwavering focus is on the success of our partners and members. We have developed a comprehensive service ecosystem that optimizes healthcare benefit administration, manages both financial and clinical risks, and promotes cost containment and sustainability. Through collaboration, we help our partners deliver high-quality, affordable healthcare services, ensuring their long-term success and the well-being of the communities they serve.

Our core values define who we are. We are innovative, constantly pushing the boundaries to create unique solutions for evolving needs. We are dedicated to our mission and the people we serve, consistently going above and beyond expectations. Compassion drives us to act with kindness, empathy, and respect, ensuring everyone feels valued and heard. We are progressive, embracing challenges and using every experience as an opportunity for growth. As a family-focused organization, we foster a culture of trust, support, and unity, both within our team and with our partners. Finally, we cultivate a joyful environment where positivity and enthusiasm fuel our progress, creating lasting success for everyone involved. To learn more about Vault Strategies, visit www.allthingsvault.com.

To apply, please email sblackwell@allthingsvault.com, or visit <https://www.linkedin.com/jobs/view/4375728812/>.