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# Example of Member Service Representative Job Description

Our growing company is searching for experienced candidates for the position of member service representative. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for member service representative

* Will have individual accessibility and quality goals, and will directly support additional team goals for industry standard benchmarks such as Average Speed of Answer, Abandonment Rate, and Total Service Factor
* Work closely with all other departments, especially Operations, Utilization Management, Professional Relations and Provider Services
* Will also perform other duties as assigned by Supervisor
* Address member inquiries, questions and concerns in enrollment, claims, benefit interpretation, and referrals/authorizations for medical care
* Position handles a variety of insurance types including HMO, POS, PPO, ASO, Indemnity, NY and VT Exchange plans, Medicare and Medicaid
* Work closely with other departments - especially Operations, Utilization Management, Professional Relations and Provider Services
* Communicates with members via phone and email to assist members’ access and understand tax favored benefits, including Health Reimbursement Arrangements, Flexible Spending Accounts, Health Savings Accounts, and Transit and Parking Accounts
* Notifies Member Service Representative IIIs or Supervisors of members with urgent situations to maximize service provided to members
* Refers any complaints to Supervisors or Member Service Representative IIIs for further investigation
* Participates in daily, weekly, or monthly company or team meetings

## Qualifications for member service representative

* MUST possess the ability to work in a fast-paced environment and deal with the challenges inherent in a call-center atmosphere
* Effective and positive interpersonal skills are necessary to deliver exceptional customer service with a goal to resolve all inquiries on the initial call from the customer
* Must be able to work in a fast-paced environment and deal with the challenges inherent in a call-center atmosphere necessary
* Strive to deliver excellent customer service on each call
* Effective and positive interpersonal skills
* Credit union experience or experience in comparable lending/collections capacity highly preferred