



Example of Member Services Representative Job Description

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Our innovative and growing company is looking for a member services representative. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for member services representative

- Recommend and cross-sell products and services to meet member needs
- Provide contract language interpretation and analysis
- Problem-solve for members in response to pay issues inquiries
- Provides data and other information as requested by intradepartmental teams including Disability, Legal, Compliance, Reporting
- Resolve escalated / complex customer issues by utilizing analytical and researching skills
- Utilize subject matter expertise to contribute to new business development initiatives and projects
- Other duties as assigned by the management team related to job functions (sort incoming faxes, correspondence, fax transportation forms)
- Assist members in balancing their accounts and research discrepancies
- Explain products and services to members
- Open new accounts and set-up new accounts and services

Qualifications for member services representative

- The person should be capable with Outlook Internet software, Interactive Voice Response (IVR) Systems, Excel Spreadsheet software and Word Processing software
- National Technician Certification or State Technician License is a plus

- Must be bilingual (English/Spanish preferred)
- Excellent knowledge of Paramount health plan, member policies & procedures preferred