Position Description

Position Title: Customer Service Representative **Date:** November 2026
Department: Customer Service **Reports to:** Client Services Manager
Position Location: Onsite during training and then remote (See schedule below for remote work requirements)
Position Classification: Hourly, Non-Exempt

JOB SUMMARY

This position responds to telephone calls from customers regarding eligibility, benefits, and claim processing for health plans, flexible spending accounts, health reimbursement arrangements, and dependent care assistance plans.

SPECIFIC DUTIES

- Respond professionally and accurately to inquiries from plan participants, employer groups, providers, and agents
- Document all calls in an online documentation system
- Retrieve messages left on an automated voice messaging system and respond throughout the business day
- Research issues and initiate corrective action with the applicable internal team for follow up and resolution
- Retain detailed information for quick and accurate responses to inquiries
- Demonstrate empathy and patience while efficiently handling calls and completing administrative tasks
- Maintain highest security and confidentiality standards applying to protected health information (PHI)
- Other duties as assigned

PREFERRED KNOWLEDGE, SKILLS, AND EXPERIENCE

- High school diploma or equivalent
- Minimum 1 year(s) or more of customer service in a call center preferred
- Health insurance or medical industry experience preferred
- Professional, effective communication skills with ability to tailor style to meet the customer's needs
- Basic computer skills, such as typing, data entry and experience with Microsoft Office Products (Word, Excel, Outlook, and Teams)
- Committed to providing excellent customer service through active listening, follow through, and health plan knowledge
- Willingness to learn and demonstrate understanding of insurance policies and plan documents in conjunction with applicable federal and state laws and regulations
- Ability to sit or stand for extended periods of time while taking and documenting calls and entering data
- Multi-lingual capabilities a plus

SCHEDULE – Focused Work Environment

This is a remote, phone-based customer service role that requires your full, uninterrupted attention during scheduled shifts in order to provide the highest level of service to our customers. You must be able to work in a quiet, private workspace free from distractions and background noise.

During your shift, you are expected to be actively engaged in customer calls, follow-ups, and related tasks. Please ensure that any personal responsibilities are fully arranged so they do not interfere with your ability to focus on work throughout your shift.

Individual team member schedules vary in order to cover department hours of 8 am – 6:30 pm Monday – Friday. After successful completion of training, which is generally 6 months, representatives may work remotely. Representatives working remotely may choose a four 10-hour day work schedule if available.

Due to high volume business need, this department has vacation blackout periods annually from December 15 – January 31st.

If you have any questions regarding a specific job position or completing the MedBen Employment Application, please contact MedBen Human Resources Manager Jill Evans at (740) 522-7382 or medbenhr@medben.com.

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