

Recruitment Event

Matrix Medical Network

Date:

January 3, 2019

Time:

10:00a.m. -
12:00 p.m.

Location:

CareerSource
Pinellas center on
Gulf to Bay

2312 Gulf to Bay
Boulevard

Clearwater,
Florida 33765

Now
Hiring!

Contact Center Supervisor ~ 10836286

Must have the following in order to apply:

- High School Diploma or equivalent, Three (3) years of experience as a call center Supervisor or Manager, Knowledge of performance evaluation procedures
- Customer service skills, Communication skills, Telephone skills
- Organizational skills, Computer skills

Job Description: Responsible for directly supervising a team of member service agents. The supervisor may be required to perform the duties and responsibilities of the agents; as needed. Use performance metrics to monitor and adjust the plan to meet or exceed objectives. Perform continuous process improvement and employee development.

Pay: Depends on experience; Benefits are offered.

Contact Center Representative ~ 10834753

Must have the following in order to apply:

- High School Diploma, GED, or determination of an equivalent communication competencies.
- Experience in a metrics driven, performance environment, Verbal and written communication skills, Must speak, read and write English, Telephone skills, Data entry skills and proven ability to navigate multiple computer screens while conducting a customer call, Ability to work independently with minimal supervision, Ability to work flexible schedule and extended hours, as needed, Must follow company attendance policy.

Preferred Skills: Basic to intermediate skills with MS Office (Word, Excel, PowerPoint); Customer services experience in retail, hospitality, sales, or in a call center environment; 6 - 12 months outbound call center experience preferred; 6 - 12 months sales or soft sales experience preferred.

Job Description: Responsible for promoting the benefit and scheduling health risk assessments for customers of health insurance plans. Contacts health plan members and secures appointments for patients and/or family members with nurse practitioners for an in-home health risk assessment. Educate, inform and encourage patients and family members to participate in this program to improve their overall health and quality of life. The main responsibility of this position is to conduct outbound calls to health plan members and schedule/secure in-home visits.

Pay: \$13.50 per hour plus production-based incentives; Depends on experience.

Please ensure that you are registered in Employ Florida (www.employflorida.com) prior to interviewing with event employers. Registrations can be done onsite.