

## **Aetna Customer Service Representative 2459642BR (EST & CST)**

### **Position specifics:**

- Target start date: July 10, 2023
- Total number of hires anticipated: 60
- Pay: \$17.50 hour
- WFH following locations: **EST & CST**
- Training schedule: **11 weeks ( NO PTO during training) M-F 8:00am-6:00pm your time zone**

### **Position summary:**

#### **This is a work from home opportunity in EST & CST**

We are currently recruiting top talent for our Eastern and Central time zones for Medicare Retiree Solution Customer Service Centers.

Training will last 11 weeks, Monday-Friday.

Training hours will be an 8- hour shift btw 8am -6pm in your local time zone, no time off will be allowed during this time.

Once training is over, shift schedule availability will range from 8am -6pm in your local time zone  
\$17.50 per hour non-negotiable

Our goal is to provide compassionate, innovative, and proactive customer service to our Medicare members. We will use our skills and expertise to motivate positive change and collaboration, whenever possible. We are the knowledgeable, trusted, advocates for our members. The key to our success is our people. This position requires a high degree of adaptability, empathy, and patience.

- Educates plan benefits, answers questions, and resolves issues based on incoming telephone member contacts
- Utilizes compliant documentation standards
- Provides empathetic and member centric service
- Exceeding our member's expectations is our standard
- Ensure that every member is shown respect, kindness and all questions are thoroughly answered/resolved.
- Other activities may include providing claim status information, benefit coverage interpretations, and explaining plan eligibility.

### **Required Qualifications:**

- Demonstrated ability to be empathetic and compassionate
- Ability to apply patient
- Adaptability
- Basic computer, typing and telephony skills
- Or equivalent military experience
- Customer service experience preferred
- High School diploma, G.E.D. or equivalent experience