

MEDNET GREECE S.A.

CUSTOMER SERVICE REPRESENTATIVE

Expert and reliable managed care services to the benefit of all stakeholders in healthcare – from Patients to Healthcare Providers and Health Insurance Companies – that's what MedNet Greece delivers.

At the center of our business model is the Insured Member: by cooperating with Health Insurers and selecting, monitoring and supporting clinics and medical doctors, MedNet Greece ensures that Patients receive excellent service and the best care possible.

Based on in-depth knowledge of up-to-date tools and technologies and a clearly solution-oriented approach, we work to achieve better healthcare outcomes, cost containment and outstanding customer satisfaction. At the same time, our managed care services contribute to securing the future viability of healthcare schemes.

With more than 25 years of experience in the market as well as the knowledge, resources, backing and stability of a globally leading Reinsurer (Munich Re), MedNet is ideally positioned to support Insurance Companies in mastering tomorrow's healthcare challenges.

Responsibilities

- Promptly answers, screens, and processes customer service requests and telephone inquiries with strict adherence to confidentiality agreements and policies and procedures.
- Provides information on insurance programs, policies, and procedures.
- Answer, research and resolve inbound calls from members, providers, and other external customers.
- Keep records of customer interactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Ensure that organization standards pertaining to telephone quality are achieved and maintained in compliance with established goals.

Reported to

Customer Service Manager

Education – Knowledge:

Degree in Communication / Customer Service / Paramedical / Administration Support.

Minimum Experience:

2 years experience in a customer service role within a hospital / insurance environment.

Job-Specific Knowledge & Skills:

- Computer Literacy (MS Word, MS Excel, MS PowerPoint)
- Excellent command of English language
- Knowledge related to medical terminology would be a plus.

- Health Insurance industry / market knowledge would be an added advantage.

Skills – Competencies

- **Willingness to work on night / weekend / holiday shifts.**
- Good spoken and written communication skills
- Quality focus and customer oriented
- Problem solving skills
- Ability to handle stress
- Ability to handle objections raised by customers

Salary & Benefits

The company offers a highly competitive remuneration package, private medical insurance and continuous training within a stimulating and growing working environment.

C.Vs to be sent by e-mail to info@mednet.com.gr