

MEDNET GREECE S.A.

MEDICAL CUSTOMER SERVICE REPRESENTATIVE

MedNet GREECE S.A., a member of Munich Re, is a managed care service provider dedicated to serving the needs of all stakeholders in healthcare, including patients, medical providers and insurers. Our goal is always to ensure better healthcare outcomes within the parameters of optimized healthcare costs.

With more than 20 years of experience in the market as well as the knowledge, resources, backing and stability of a globally leading reinsurer, MedNet GREECE S.A. is ideally positioned to support insurers in mastering tomorrow's healthcare challenges. As a member of Munich Re, MedNet GREECE S.A. has access to international services and know-how as well as a resource pool of more than 5000 experts at 26 locations worldwide.

Responsibilities

- Promptly answers, screens, and processes medical service requests and telephone inquiries with strict adherence to confidentiality agreements and policies and procedures.
- Explain medications, lab results or physicians' instructions to patients.
- 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 Medicine.
- Excellent written and spoken English.
- Romanian language knowledge will be an asset.
- Excellent IT skills in MS office.
- Experience in call centre will be an asset.

Skills – Competencies

- Willingness to work on shifts.
- Very high reliability, used to work under high professional quality standards.
- Autonomous and self-responsible working attitude.
- Ability to handle confidential and sensitive information.

- Ability to communicate effectively on the telephone.
- Strong consulting and problem solving skills, ability to think from the client's perspective and to achieve results.
- Excellent interpersonal, organizational, and customer service skills are essential.

Salary & Benefits

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

C.Vs to be sent by e-mail to pkafetzidaki@mednet.com.gr (Pinelopi Kafetzidaki, Assistant HR Manager)