



Job Description – Bilingual Member Services Representative (Korean or Vietnamese)

Position Title: Member Services Representative
Position Type: Full Time
Reports To: Contact Center Supervisor

Schedule: Shift 1 – Monday to Friday 08:00 AM – 05:00 PM
Shift 2 – Monday to Friday 11:00 AM – 08:00 PM
Shift 3 – Friday to Tuesday 08:00 AM – 05:00 PM
Shift 4 – Friday to Tuesday 11:00 AM – 08:00 PM

About Clever Care

Clever Care was founded to help members of the communities we serve understand the complexities of their health care. We are dedicated to providing culturally sensitive health care solutions that offer our members better access to the services they need, in the language they understand. We deliver on our commitment to our members' health and well-being by offering plans that connect the benefits of Eastern and Western medicine.

Position Overview

Member Services Representatives are the main point of contact at Clever Care; interfacing with members, prospective members, providers, brokers, and vendors. A successful Member Services Representative is polite, courteous, able to solve problems quickly and effectively, and focused on providing a positive and lasting impression.

Member Services Representatives are expected to assess the needs of the caller and determine, based on strong operational understanding, the most appropriate and effective course of action.

Job Responsibilities:

- Handle inbound calls and emails in a contact center environment
- Execute outbound calls and emails as needed to facilitate new member enrollment operations.
- Initiate internal workflows as needed for Member Services operations.
- Create and maintain Member Services interaction records.

Position Qualifications

- Bilingual in Chinese, Vietnamese or Korean is required
- Familiarity with Centers for Medicare and Medicaid Services (CMS) regulations, preferred

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- Inbound contact center experience is a plus
- Proficiency with Microsoft Office (Word, Excel, Outlook)
- Experience in health care industry preferred
- Must be willing and able to work weekends during Medicare Annual Enrollment Period