

**Blue Cross/Blue Shield** hiring for **Customer Service Trainee** positions on October 5<sup>th</sup>. The posting duration will be 10/5 – 10/12 and will be active on our external careers website at [www.BCBSAL.jobs](http://www.BCBSAL.jobs)

## **Customer Service Trainee**

### **Primary Responsibilities**

This is a training position designed to prepare incumbents for contact with customers in the Customer Service Call Center. Associates will progress through a series of training modules, including lecture, role-play, and computer-based instruction. Finally, associates will respond to live calls under supervision of a trainer or mentor. Associates must meet performance criteria for each training module in succession.

Upon successful completion of the training program, the associate is eligible for placement in the Customer Service Representative position. The associate will be responsible for providing efficient, prompt, and professional service to customers on inquiries received. The associate will work a predetermined schedule, including set lunches and breaks to ensure appropriate staff is available to assist customers. This position requires the usage of proper grammar and articulation. Also required is using a keyboard to effectively interface with the system ensuring customer contacts are documented immediately.

### **Summary of Qualifications**

- Experience in a position using a keyboard and/or personal computer
- Demonstrated experience communicating effectively in order to interact with customers
- Experience in a position understanding and interpreting complex oral and written directions
- Experience in a position multi-tasking and organizing work responsibilities
- Experience with medical terminology, ICD-10, and/or CPT coding preferred
- Experience in a corporate or office setting preferred
- Experience in a clinical setting (i.e. physician's office, clinic, hospital, home health) preferred
- Experience working in multiple systems preferred
- Bachelor's degree a plus