

## MEMBER SERVICES REPRESENTATIVE I

<b>Bilingual Cantonese/Mandarin or Tagalog Required</b>	<b>Full-time position with generous benefits</b>	<b>Hybrid On-Site</b>
---	--	-----------------------

Are you fluent in Cantonese/Mandarin or Tagalog? Are you passionate about making a difference in people's lives? Health Plan of San Mateo (HPSM) is looking for dedicated individuals like you to join our dynamic Member Services team! At HPSM, we believe in providing top-notch healthcare services while fostering a supportive and inclusive work environment.

### **General Description**

At HPSM, we're more than just a healthcare organization; we're a community that cares. As a Member Services Representative, you'll play a crucial role in helping our diverse members navigate their healthcare benefits. By answering their calls and providing exceptional service, you'll directly impact their lives and contribute to the overall well-being of our community.

### **Duties and Responsibilities**

- Be the friendly voice of HPSM, assisting members with their healthcare benefits over the phone.
- Communicate patiently and respectfully, even in challenging situations, ensuring our members feel heard and valued.
- Clearly explain HPSM's benefits and guide members on accessing the services they need.
- Navigate computer systems efficiently to provide accurate information while actively listening to callers.
- Update member records and maintain detailed phone logs, ensuring all interactions are documented.
- Collaborate with the team to measure and improve department performance, contributing to a positive work environment.

### **Requirements**

These are the typical qualifications typically needed to succeed in this position. However, you don't need to meet every requirement to apply.

#### **Education and experience**

- High school diploma, GED, or equivalent.
- One year of customer service experience.

#### **Knowledge:**

- Customer service best practices.
- Proficiency in Microsoft Office Suite applications.
- Familiarity with health insurance plans.

#### **Ability to:**

- Work collaboratively as part of a professional team and follow department procedures.
- Adapt to changes in requirements/priorities for daily and specialized tasks.
- Communicate effectively, both verbally and in writing.
- Willingness to work-onsite at our South San Francisco, CA office.

*Bilingual Cantonese/Mandarin or Tagalog Required*

### **Salary and benefits**

**The starting salary range** is \$20.09 - \$26.11/hour depending on the candidate's work experience.

**Excellent benefits package** includes:

- HPSM-paid premiums for employee's medical, dental and vision coverage (employee pays 10% of each dependent's premiums)
- Fully paid life, AD&D and LTD insurance
- Retirement plan (HPSM contributes equivalent of 10% of annual compensation on top of salary)
- 12 paid holidays a year, 12 paid sick days a year and paid vacation starting at 16 days a year
- Tuition reimbursement plan
- Employee wellness program

**To apply,** complete an [HPSM Employment Application](#) and submit it with a resume to [careers@hpsm.org](mailto:careers@hpsm.org). Submissions without salary expectations may not be considered.

Health Plan of San Mateo (HPSM) is a local community-based health plan that manages the health care of over 160,000 low-income people San Mateo County, including all its Medi-Cal eligible residents. HPSM is proud to be an Equal Opportunity Employer and an affirmative action employer. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status.