

MEMBER SERVICES REPRESENTATIVE I

Bilingual Tagalog/English Required	Full-time position with generous benefits	Hybrid On-Site
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Are you ready to make a meaningful impact in people's lives while enjoying the flexibility of a hybrid work model? Health Plan of San Mateo (HPSM) is seeking a dedicated Member Services Representative I who is fluent in Tagalog to join our dynamic team. In this role, you'll be the first point of contact for our members, providing assistance and support for their health care needs.

General Description

As a Member Services Representative, you will be part of our 27-person Member Services team. You will provide accurate information about HPSM benefits over the phone and handle member inquiries with professionalism and empathy. This position offers a unique hybrid work model, allowing you to work some days at our office in South San Francisco and some days from the comfort of your home.

Duties and Responsibilities

- Tagalog speaking required.
- Excellent communication skills, even in challenging situations.
- Ability to explain benefits clearly and concisely.
- Quick research skills to look up benefit and resource information while actively listening and responding to callers.
- Proficiency in updating member records and documenting phone logs in HPSM’s computer system.

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 of:

- 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.

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. 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.