

Customer Service Representative (Remote Position)

Benefits: Candidates on temporary assignment may qualify for our competitive benefits package which includes group health, life and disability insurance and voluntary benefits such as retirement savings and holiday pay.

Salary range: \$18.00 to \$19.50 hourly
Employment status: Contract / Temporary

Description

Robert Half is seeking 25 patient-focused Customer Service Representatives to join one of our Fortune 50 healthcare client's team! Our client is a leader in the healthcare industry, committed to providing cutting-edge solutions and world-class customer service. Are you a motivated, energetic individual with exceptional communication skills, both written and verbal? Are you committed to providing quality customer service, have a knack for problem-solving, and can handle patient inquiries in a professional, caring, and empathetic manner? If so, this is the role for you! The Customer Service Representative is a remote opportunity looking for candidates who can work PST hours, you must sit in CST, MST, or PST time zone for this position.

Role and Responsibilities:

As a Customer Service Representative, you will be the first point of contact for our patients and play an essential role in their healthcare experience.

In this role, you will:

1. Efficiently process a large volume of patient calls regarding healthcare services, billing issues, and general inquiries.
2. Ensure all call center metrics are met, striving consistently to exceed them.
3. Understand our offerings inside-out to be able to resolve patient inquiries and promote our healthcare solutions.
4. Use your customer service acumen to ensure a positive experience for our patients, turning any negative situation into a positive outcome.

Requirements

Key Qualifications:

1. A minimum of 2 years of solid call center experience.
2. At least 2 years of background within the healthcare industry is a necessity.
3. Strong computer, typing, and listening skills.
4. Must be detail-oriented, patient, empathetic, and communicative.
5. Bilingual and/or multilingual abilities would be a plus.

Robert Half is the world's first and largest specialized talent solutions firm that connects highly qualified job seekers to opportunities at great companies. We offer contract, temporary and permanent placement solutions for finance and accounting, technology, marketing and creative, legal, and administrative and customer support roles.

Robert Half works to put you in the best position to succeed. We provide access to top jobs, competitive compensation and benefits, and free online training. Stay on top of every opportunity - whenever you choose - even on the go. [Download the Robert Half app](#) and get 1-tap apply, notifications of AI-matched jobs, and much more.

All applicants applying for U.S. job openings must be legally authorized to work in the United States. Benefits are available to contract/temporary professionals, including medical, vision, dental, and life and disability insurance. Hired contract/temporary professionals are also eligible to enroll in our company 401(k) plan. Visit roberthalf.gobenefits.net for more information.

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