



Position:	Member Services Representative I
Reports To:	Operations Manager
Location:	Fresno, CA
Status:	Full Time
Classification:	Non-Exempt

Position Summary:

Operates under the direction and supervision of the Operations Manager. Performs varied clerical duties involving districts and subscribers. Also performs additional related duties as required.

Essential Duties:

- Assembles New Member Welcome packets for new subscribers
- Assembles Plan Change packets for existing subscribers
- Responsible for sending Retiree Rate Benefit packets
- Orders replacement cards for members enrolled in CVS Caremark coverage
- Enters subscriber data into system
- Provides Creditable Coverage letters for members upon request
- Maintains filing, electronically and paper, for each district
- Assists in preparing COBRA continuation coverage notices for members/dependents
- Assists in preparing and mailing out of Annual Self-Paid Retiree Renewal packet
- Responsible for assembling packets for new district training
- Responsible for correspondence generated within the Operations Department
- Responsible for mailing enrollment supplies to districts
- Back-up for Receptionist, including phone coverage and mail duties
- Mails out pertinent information to carriers
- Responsible for inventory of Operations Department supplies
- Responsible for maintaining copy room supplies
- Provides telephone assistance to subscribers, districts, and providers
- Prepares reports, letters, schedules, and other documents as necessary
- Responsible for securing file cabinets in Copy Room
- Responsible for working various eligibility reports generated on a bi-monthly & monthly basis
- Responsible for verifying district monies received
- Provide support for USPS PO Box pickup



Summary of Qualifications:

- Two years of clerical experience to include customer service
- Proficient in Microsoft Office products
- Ability to utilize the Trust's software programs
- Strong verbal communication and interpersonal skills
- Ability to quickly adapt to rapidly changing needs and priorities
- Ability to work irregular hours, evenings, and weekends when necessary with additional compensation

Education:

- Formal or informal education to completion of the twelfth grade

License Requirements:

- Possession of valid Class III California driver's license. An incumbent must be insurable/bondable at the "standard rate" by the insurance carrier at all times while employees in this classification by the Trust. Subject to the review of the driver's license with the DMV

Why Work for CVT?

Located in Fresno, California, CVT is a premier healthcare benefits administrator for statewide school districts, community colleges and county offices of education serving over 160,000 members.

- We foster a team-oriented culture intended to help develop our staff to become key contributors to the growth and success of the organization
- Our fast-paced and stimulating work environment is ideal for those looking to problem solve and help contribute to supporting the needs of the members we serve

Benefits

- Competitive salary
- Health Insurance: CVT offers fully paid medical, prescription, dental and vision benefits to all employees and covered spouses/partners/dependents
- Flexible Spending Account
- 401(k) retirement with 7.5% employer contribution
- Life insurance
- Paid time off (vacation and sick)
- Holiday schedule that mirrors that of most public school districts in the state of California

How to Apply

Qualified applicants may submit a resume to memberservices@cvtrust.org