



Position: Member Services Representative II

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. Provide concierge level customer service to districts, union representatives and members. Performs duties involving the enrollment or termination of districts and subscribers. Understands and applies eligibility rules and policies of the Trust. Performs related duties as required.

Essential Duties:

- Act as the liaison and provide concierge level telephone assistance to subscribers, districts, and providers
- Contact carriers for new group set up and follow up
- Provide rate quotes and benefit information as requested by districts, union representatives or members
- Follow up on compliance audit reviews
- Assist in training district personnel in Trust policies and procedures
- Ensure accurate data transfer eligibility for state wide Trust
- Perform self-paid retiree functions to ensure accurate enrollment and billing information
- Resolve complaints and claims problems as needed
- Assist walk-in subscribers as needed
- Run and complete weekly error and system output reports
- Prepare and mail COBRA continuation coverage notices and process COBRA changes
- Responsible for all aspects of eligibility and district database maintenance for assigned districts
- Process life insurance claims
- Prepares reports, letters, schedules, and other documents as necessary
- Assist in identifying technology needs and implementing technology solutions for the member services department
- Assist in developing and maintaining accurate procedures manuals for the functions of a Member Services Specialist II
- Lead Zoom video conference meetings with districts and members, as needed
- Respond to member inquiries through Intercom Chat function
- Other duties as assigned



Summary of Qualifications:

- Minimum of four to six years of experience in insurance benefits, enrollment, and claims administration
- Extensive knowledge of medical, prescription, dental, and vision insurance programs
- 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:

- AA degree; applicable work experience may be considered in lieu of a degree
- Coursework or prior experience in employee benefits or insurance field
- CEBS designation desirable

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) 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