



Cow Creek Government Office

Medical Insurance Customer Service Support Staff

Job Code: 1144
Department: Benefits Administration
Location: Roseburg, OR
Minimum Hourly: \$15.00

POSITION PURPOSE:

This primary function of this position will be to support customer service representative with daily tasks of data entry, in and outbound mail processing and department projects as needed.

ESSENTIAL FUNCTIONS:

- Enter manual claims in processing system
- Handle in and outbound mail
- Scan documents and link to electronic accounts
- Maintain confidentiality and project a professional business presence and appearance.
- Performs other related duties as assigned.

QUALIFICATIONS:

- Be service oriented.
- Good verbal and written communication skills including active listening.
- Proficient computer skills with ability to learn new software.
- Be organized with attention to detail.
- Ability to multi-task and work independently with minimal supervision.