

International Assistance Coordinator

GENERAL RESPONSIBILITIES

Reporting to the Assistance Supervisor, this position is responsible for providing medical and non-medical case management, quality and efficient customer service and travel assistance to clients and customers. This position must ensure that the contract stipulations and execution are followed according to pre-established requirements.

REQUIREMENTS

Work requires knowledge of medical case management; being able to make informed decisions as it relates to coordinating care for our subscribers; providing appropriate follow-up and tracking of care; establishing contacts with physicians, hospitals, or any other type of provider of services.

Work requires strong analytical ability to resolve complex problems, gather and interpret data from different sources and to complete assigned tasks and projects.

Work requires excellent communication, writing and interpersonal skills to effectively interface with all levels of staff, clients and customers.

Work requires the ability to handle sensitive and confidential information, communicate and exchange information with all levels of staff and external business-related agencies and members.

Work requires incumbent to be self-motivated and able to work independently to assess situations and respond appropriately, make independent decisions and the ability to accept change.

Work requires that the individual be available to work flexible schedule; some nights and weekends will be required

Fluency in a second language is preferred .

There are multiple positions and shifts available.

Work requires a professional level of business administration generally obtained in the first two years of college or equivalent years of experience specific to the insurance industry and customer service.

One to two years working in a call center/customer service environment is required. Experience working in the managed care or insurance industry helpful.

If interested please send a resume and cover letter to Recruiting@worldwideassistance.com