

Job Title:	Assistance Coordinator	Department:	Operations
Location:	Chicago	Team:	
Date posted:		Reports to:	Operations Supervisor

Salary Rate:	\$ 30,000.00	Type of position:	Shift:
Potential Bonus:	Up to \$3,600.00	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Contractor <input type="checkbox"/> Intern	<input checked="" type="checkbox"/> Rotation <input checked="" type="checkbox"/> Weekends <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt

JOB SUMMARY

This position is responsible for providing medical and non-medical traveler assistance services, based upon defined insurance policies.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Interpret and apply insurance policy benefits to international customers.
- Provide travel assistance to international customers.
- Communicate with health providers to develop rapport, confirm eligibility, and payment.
- Determine level of service needed and eligibility of customer.
- Document all relevant information effectively and accurately in case management system.
- Work with team and resources to resolve client and customer issues.
- Maintain monthly average score according to quality standards.
- Demonstrate initiative to communicate complaints to Senior Assistance Coordinators or the Team Leader.
- Work in conjunction with Team Leader and Team Manager to meet performance goals.
- Adhering to predefined performance metrics, to meet client service level agreement(s).

COMPETENCIES. To perform the job successfully, an individual should demonstrate the following competencies:

- **Analytical** - Synthesizes complex or diverse information; Collects and researches data.
- **Design** - Translates concepts and information into images; Demonstrates attention to detail.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.
- **Written Communication** - Writes clearly and informatively; Able to read and interpret written information.

Disclaimer:

The statements mentioned above are a general description of the level of work being performed by the people assigned to this position. This is not to be interpreted as a complete list of all responsibilities, duties and skills required of candidates and employees. All company personnel may be required to perform duties outside their normal job functions when assigned.

QUALIFICATIONS. TO PERFORM THIS JOB SUCCESSFULLY, AN INDIVIDUAL MUST BE ABLE TO PERFORM EACH ESSENTIAL DUTY SATISFACTORILY. THE REQUIREMENTS LISTED BELOW ARE REPRESENTATIVE OF THE KNOWLEDGE, SKILL, AND/OR ABILITY REQUIRED. REASONABLE ACCOMMODATIONS MAY BE MADE TO ENABLE INDIVIDUALS WITH DISABILITIES TO PERFORM THE ESSENTIAL FUNCTIONS.

EDUCATION AND/OR EXPERIENCE:

- Associate's degree (A. A.) or equivalent from two-year College or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

- Ability to read, speak, and comprehend simple instructions, short correspondence, and memos.
- Ability to write simple correspondence.
- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

COMPUTER SKILLS

- To perform this job successfully, an individual should have knowledge of Contact Management systems; Internet software; Spreadsheet software and Word Processing software.

REASONING ABILITY

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

- Medical Terminology or Insurance Certification is preferred, but not required.

KNOWLEDGE, SKILLS, AND EXPERIENCE

- Personal travel experience or strong world geography.

OTHER SKILLS AND ABILITIES

Expert Level in one of the following languages is preferred, but not required.

- Spanish
- German
- Mandarin
- Thai
- French
- Italian
- Japanese
- Tagalog