



# POSITION VACANCY ANNOUNCEMENT

Engaging Solutions is a growing company dedicated to providing excellent customer service through our call center operations! This position offers a unique opportunity to double the number of call center seats, integrate the latest technology, develop quality training programs and recruit first class talent.

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## Customer Service Representative Temporary – Full Time

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**Positions have the possibility of converting to full time employment!**

This role educates health plan members about benefits/services/incentives via telephone and in writing; conducts outbound welcome/benefit update and health risk screening call campaigns; responds to inquiries; resolves issues, documents dialogue, reports and logs health risk screenings and meets call quotas and goals to insure quality services.

### **Minimum Requirements:**

High school or equivalent; 2-5 years customer service experience, preferably in a call center environment. Medicaid managed care or insurance industry experience a plus. Candidates who possesses higher levels of Call Center skills/knowledge to handle complex issues will be strongly considered. Intermediate to Advanced Computer Skills. **Bi-Lingual (English/Spanish) a plus**

**WHAT MAKES THIS ROLE SPECIAL?  
SUPPORTIVE TEAM ENVIRONMENT, MONTHLY INCENTIVES,  
FREE PARKING, CASH BONUS POTENTIAL!**

**For consideration please e-mail your resume with salary history to:**

**[HR@engagingsolutions.net](mailto:HR@engagingsolutions.net)**

Human Resources Director  
Engaging Solutions LLC

Applicants must agree to a Background Check and Drug Screen

Engaging Solutions, LLC is an  
Equal Opportunity Employer (M, V, D, W) and a Drug Free Workplace