



Title: Participant Services Representative - Bilingual/ Spanish Speaking

Department: Participant Services

Location: Kansas City, MO

Job Description

Mid-America Carpenters Regional Benefit Services is a third-party administrator that oversees multiple benefit plans for union carpenters and their families in Southern Illinois, Missouri, and Kansas. We strive to provide the best benefits to the most participants for as long as possible by providing extraordinary service, driving innovative approaches, and being deeply devoted to the Carpenters' Union, our participants, and our organization. A Bilingual/ Spanish speaking Participant Services Representative is required to help participants, union employers, benefit providers and internal staff with benefit inquiries while delivering high-quality customer service. In addition, this role supports functions related to enrollment and document processing that is necessary for a member to receive benefits through the Carpenters' Benefit Plans.

Job Responsibilities

- Provide participant-centric service as developed and adhered to by the organization.
- Maintain high-level knowledge of all aspects of the Carpenters' Benefit Plans.
- Resolve participant, provider, and employer issues on the spot and/or route those issues to the correct location for efficient resolution.
- Take ownership for each participant, issue, document, and interaction you, as the representative, encounter to the fullest extent required to achieve the need presented.
- Mediate between the Carpenters' Benefit Office and the Mid-America Carpenters Regional Council Office.
- Review and process enrollment/eligibility documents within a team structure.
- Assist in functions related to processing participant premiums.
- Assist with implementation of technologies-based efficiencies.
- Collaborate with peers to evaluate and improve current processes.
- Communicate cross-departmentally to ensure a 'One and Done' experience for the participant.
- Must maintain privacy standards as well as high levels of accuracy and timeliness.

Basic Qualifications

- Minimum of 3 years of customer service experience; preferably in health benefits
- Must be able to fluently speak, write, and translate English to Spanish and Spanish to English
- Excellent verbal and written communication skills required in both English and Spanish
- Seeks opportunities to gain experience, knowledge, and technology, as well as a high comfort level in self-teaching modern technology
- Proficient in Microsoft Office and computer network basics
- Excellent written and verbal communication skills
- Excellent organizational skills and detail oriented
- Ability to manage confidential information with discretion
- Encourages and thrives in a team-based environment
- Shows a deep commitment to the participants they represent.
- Makes decisions based on policies and guidelines
- Ability to problem solve

Preferred Qualifications

- Preferred knowledge of a variety of aspects of multi-employer benefit plans, such as, but not limited to:
 - Medical/pharmacy benefits and claims, Medicare, COBRA, benefit enrollment, and premium processing
 - Annual vacation redemption benefits, and
 - Reciprocity/hours transfer.

Work Authorization

No calls or agencies please. The Mid-America Carpenters Regional Benefit Services will only employ those who are legally authorized to work in the United States. This is not a position for which sponsorship will be provided. Individuals with temporary visas such as E, F-1, H-1, H-2, L, B, J, or TN or who need sponsorship for work authorization now or in the future, are not eligible for hire.

Equal Opportunity Employer

The Mid-America Carpenters Regional Benefit Services is an Equal Opportunity employer. All qualified applicants will receive consideration for employment without regard to sex, race, color, religion, national origin, age, marital status, political affiliation, sexual orientation, gender identity, genetic information, disability or protected veteran status. We are committed to providing a workplace free of any discrimination or harassment.