

BECOME A

CUSTOMER SERVICE REPRESENTATIVE

ON THE JOB



Customer service representatives communicate with customers and the public to:

- Provide information about an organization's products and services
- Listen to customers' questions and provide answers
- Review or make changes to customer accounts
- Take orders, calculate charges, process billing payments, and handle returns or complaints



PAY RANGE



IN BOSTON:

Entry Pay

\$13.90+ /hr

Middle Pay

\$19.80 /hr

Experienced Pay

\$24.30+ /hr

EMPLOYERS



IN GREATER BOSTON
INCLUDE:

- Arthur J. Gallagher & Co.
- BMC HealthNet Plan
- Commonwealth Care Alliance
- Harvard Pilgrim Health Care
- Neighborhood Health Plan
- Tufts Health Plan

EMPLOYERS WANT



SOMEONE WHO:

- Is reliable and highly motivated to learn
- Has strong communication, listening, and customer service skills to answer questions in a helpful and professional manner
- Has patience and empathy when interacting with frustrated or dissatisfied customers
- Is a team player and problem solver

GET TRAINING AT



YMCA Training, Inc.'s Computerized Office Skills Program
18 Tremont St., Boston, MA 02108

- Free, 20-week computerized office skills program trains you to work in one of four specializations, including Health Insurance Customer Service. It consists of 12 weeks of training (Mon-Thu, 9 AM - 4 PM) and 8 weeks of unpaid internship. Program offers résumé preparation, interview practice, ongoing employment assistance, and other support services.

Health Insurance Customer Service graduates make \$15-18/hr. entry pay!

- The next three program cycles start November 22nd, 2016, and February 28th and May 23rd, 2017. To apply, you must have:

- A high school diploma or equivalent and a proficient level of English
- At least 6 months of work experience in any kind of work and childcare arrangements with a backup
- High motivation to learn and a commitment to good attendance and punctuality

Limited computer skills required.

The program works with individuals with CORI.

Call 617-542-1800 to schedule an information session.

