



March 2019

The Dental Care Plus Group (DCPG) has an opening in our Cincinnati office for an experienced Customer Service Representative. A working-knowledge of employee benefits and experience in healthcare customer service are required. The right fit for this position will be an intuitive problem-solver who enjoys interacting with members and provider offices.

The overall scope for this position will be to support DCPG's customer service department by answering and documenting incoming calls, identifying customer needs and conducting benefit verification and documentation. Projecting a professional company image in service to all customers is expected.

Responsibilities will include (but not be limited to):

1. Answer incoming calls and respond to customer requests
2. Ability to answer high call volume of 100+ calls per day
3. Provide accurate call documentation
4. Follow-up on customer service issues not immediately resolved
5. Perform various functions that support the department as needed

Qualified candidate must have the following credentials:

1. Minimum two years customer service experience
2. Insurance industry experience interacting with members including benefit verification
3. Excellent verbal (phone communication) skills
4. Proficient with Microsoft Office software including Word and Outlook
5. Minimum high school graduate or GED required

About DCPG

Founded more than 30 years ago, The Dental Care Plus Group (DCPG) is a leading provider of dental insurance to employers and individuals. This is a great opportunity to contribute to the growth and development of an industry leader. DCPG offers a positive work environment, competitive salary and excellent benefits to include medical, dental and vision.

All interested candidates must submit a resume specifying experience, qualifications and salary requirements to dpoteet@dentalcareplus.com.