

Night Customer Service Coordinator – Bilingual French

Active Care Management

www.cyphersystemsgroup.com



CSG is a leading strategic oversight company responsible for an exciting and divergent group of companies. We are involved in a variety of industries including property casualty insurance, global medical assistance, claims and adjudication, software application development and service, as well as sports and real estate development.



Active Care Management (ACM) has been providing worldwide medical case management, medical assistance, claims processing, and cost containment services to the insurance industry, and third-party administrators, for almost two decades. ACM is a global leader in the administration of group insurance, expatriate and travel insurance programs. ACM's head office is located in Windsor, Ontario, and our regional office is located in Laval, QC.

The Role

The role of the Active Care Management (ACM) Customer Service Coordinator (CSC) is to provide support and guidance to an insured during an emergency situation or travel insurance claim by providing access to eligible policy benefits. The Customer Service Coordinator will also perform other duties related to the life cycle of the travel insurance claim.

- Answering inbound emergency and non-emergency assistance communication (phone calls, email, text) related to travel insurance policies serviced by ACM.
- Providing accurate and complete information to identify solutions to customer, health care facility/provider, and insurance partner inquiries by utilizing appropriate insurance policies and reference material.
- Protecting the brand integrity of ACM and its insurance partners and plan sponsors in all interactions.
- Assisting in cost containment efforts by directing callers/clients to appropriate network facilities, engaging third party affiliates, and offering solutions for the lowest practical cost.
- Appropriately handle, communicate, and exchange sensitive and confidential information in a professional manner, adhering to both company customer service guidelines and legislated privacy standards.
- Using ACM's assistance and claims software, accurately and concisely document all client interaction details and actions taken/required, and initiate new claims.

- Case managing of minor medical and non-medical cases using the principles and guidelines for minor case management.
- Updating case reserves/costs according to guidelines.
- Triageing major cases per standards and protocols.
- Monitoring incoming faxes and emails/texts and managing these according to guidelines.
- Outbound communication to health care facilities/providers, clients, insurance providers, and other stakeholders to collect information related to travel insurance claims when required.
- Communicating with clients, facilities, insurance partners, and other stakeholders in designated languages other than English (if bilingual).
- Performing other duties as assigned.

Skills and Requirements

- Must be bilingual in French and English
- Experience working in a contact centre, medical, insurance/financial services, or customer service environment is an asset.
- Basic computer skills (Windows, Outlook, Excel, intermediate typing speed) required.
- In addition to being fully fluent in English (verbal and written), bilingualism is an asset (French and Spanish most preferred, but other languages also considered). Must be fully fluent in second language (verbal and written) to be considered for a bilingual position.
- Understanding of travel insurance and medical terminology are assets, but not required.
- University degree or college diploma preferred, but not required.
- Strong attention to detail and critical thinking skills.
- Must be willing and able to adapt to on-going change and continuous learning.
- Excellent verbal and written communication skills.
- Strong interpersonal skills with a patient, calm, and controlled disposition.
- Must be available to work the night shift 11:00pm – 7:00am.

To apply, email your cover letter and resume in either Microsoft Word or PDF format to hr@cyphersystems.com. Please quote the job title in the subject line.

Note: Only applicants selected for an interview will be contacted.

If you require assistance or accommodation during our recruitment process, please notify Human Resources so that we can review and consider how we may be able to assist you based on your individual needs.