

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

- Answer incoming emergency and non-emergency assistance calls; triage calls as per standards and protocols.
- Identify solutions to customers/facilities/providers issues and inquiries.
- Direct callers/clients to Network Facilities or through Medical Concierge Services.
- Make informed decisions as it relates to coordinating services.
- Case Management of minor cases using the principles and guidelines for minor case management.
- Use case management software to accurately and concisely document all call details and actions taken/required.
- Monitor incoming faxes and manage according to guidelines.
- Manage and respond to incoming emails from various ACM email accounts.
- Activity report creation.
- Make follow up calls on Cost to Date, Past Medical History or Clinical Reports.
- Perform related duties as assigned.

Skills and Requirements

- Must be bilingual in French and English
- Communicate and exchange sensitive and confidential information in a professional manner.
- Adapt to on-going change.
- Ability to handle fluctuating work volumes in a fast paced, customer service focused environment.
- Ability to work independently or in a team environment.
- Excellent communication skills, verbal and written.
- Strong interpersonal skills – patient, calm and controlled demeanor.
- Excellent organizational and time management skills.
- Excellent analytical and follow-up skills.
- Ability and flexibility to work various shifts.
- Experience working in a customer service and or call center environment.
- Post secondary education or certificate/diploma in Medical Terminology or equivalent practical experience (an asset).
- Understanding of travel insurance, insurance terminology and case management (an asset).
- Understanding of US medical system (an asset).
- 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.