



## Job Description

Edcor is the nation's leader for specialized human resource benefits administration. Edcor continues to grow due to our industry leadership and Client demand. To fulfill the needs created by our fast growth and development we are seeking a **Customer Service Representative in our Processing Center** who will effectively represent Edcor's position in the industry.

A **Customer Service Representative in our Processing Center** plays a pivotal role in ensuring customer satisfaction through efficient and accurate claims processing.

## Summary

The **Customer Service Representative** will be responsible to verify data received from our Clients' employees who are requesting tuition reimbursement.

### **Essential Duties and Responsibilities** of a **Customer Service Representative** are:

- Comply with established Company policies and procedures
- Utilize developed tools to help ensure consistency
- Verify data fields to match their respective image when processing tuition assistance payment requests
- Process and complete requests accurately upon first receipt
- Process requests within established turn around standards
- Work independently
- Adhere to set quality standards
- Assume or assist with other tasks as needed or assigned

### **Job Requirements:**

- Advanced computer knowledge of MS Office and Internet Explorer
- Ability to operate within multiple computer programs at one time
- Accuracy and attention to detail
- Ability to follow written and/or verbal direction
- Ability to remain flexible and adaptable in a fast-paced environment
- Ability to flex up to full time as needed, and work in an environment that supports a 8:00 a.m.- 5:00 p.m. workforce

### **Education and/or Experience:**

- High School Diploma; or one to four years related experience and/or training; or equivalent combination of education and experience.
- Prior work experience in a claims processing type environment is preferable
- Prior knowledge of higher education terminology, such as credits, grants, scholarships, is preferable

**Starting salary for this position is \$11.00/hr.**

**\*\*PLEASE NOTE THAT THIS IS A PART-TIME POSITION THAT REQUIRES THE ABILITY TO FLEX UP TO FULL TIME AS BUSINESS NEEDS DICTATE.\*\***

Edcor offers competitive wages & comprehensive benefit package, which includes a 401K plan with Company match. In addition, Edcor is proud to be an Equal Opportunity Employer.

If you are interested in the position and meet the requirements listed above please send your resume to [greenerpastures@edcor.com](mailto:greenerpastures@edcor.com) with the subject line "PT PROCESSING CENTER OPPORTUNITY".