

YOUR PATH TO A CAREER AT

Independent Health

As your local health plan, Independent Health has remained dedicated to improving the health and well being of Western New York for over 40 years.

Job title

Customer Service Representative (CSR)

Hourly Pay

\$19-21/hr.

Description

Use new skills to serve Independent Health members by actively listening, assessing needs and using system tools and resources.

Compensation Rate

Your path to growth

Here's where you can go in five years.

\$19/hr. - \$65,000/yr.



Shift pay differential ranging from 5-15% for shifts ending at 6 pm or later.

Your path to beginning

- High School Diploma or GED required
- Prior experience working in customer service
- Prior experience working in a call center is preferred
- Computer and Microsoft Windows experience and typing skills
- Knowledge of CPT codes, ICD—9 coding and medical terminology is preferred
- Must have availability to work a shift between 8 am and 8 pm, during normal business hours

Your path to new possibilities

Enjoy benefits that can improve your entire life.

- Hybrid work schedules available
- \$1,000 sign-on bonus after 6 months of employment
- 21 days of PTO per year for the first 3 years
- Annual bonuses and merit increases
- Rapid career progression and promotional opportunities
- Access to a \$5,250 education assistance program after 3 months
- \$0 employee cost medical plan options
- Wellness incentive program

Your path to getting started

Fill out an application at independenthealth.com/about/careers

For more career information and resources visit thepartnership.org/initiatives/employ-buffalo-niagara/