

## CSR1 - Call Center

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Company: Work that works for you.

Location: Kidderminster

Category: other-general

**Job Title: CSR1-Call Center**

**Job Duration: 6+ Months (Temp to Hire)**

**Location: Remote for State of Florida**

**Training and Operations Schedule:**

Training: 2 weeks of classroom training from 9 AM - 5:30 PM (M - F).

Nesting: 2 weeks of nesting; the nesting schedules will vary depending on their mentor's schedule because they will mirror that schedule (between M-F, 7:30 AM - 7:30 PM).

Regular Assigned Schedule: 11 AM - 7:30 PM (M- F)

**Job Details:**

The Florida Healthy Kids Program provides health and dental coverage for eligible children aged 5-18, regardless of income level.

Florida Healthy Kids offers a subsidised plan for families who exceed the income eligibility threshold for Medicaid, as well as full-pay options available for those who do not qualify for subsidised care.

The program provides comprehensive health, dental, and vision benefits through participating plans. Families pay a monthly premium, and the program subsidises the remaining cost of coverage.

The MAXIMUS Call Center provides callers with an unbiased presentation of programs to

assist customers with application and eligibility requirements, as well as program questions, transferring callers to other Call Center units as needed.

**Minimum Requirements:**

High School diploma or equivalent with 0 - 1 year of experience.

This position requires bilingual proficiency in specified languages.

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