BECOME A
CUSTOMER SERVICE REPRESENTATIVE

ON THE JOB
Customer service representatives communicate with customers and the public to:

• Provide information about an organization’s products and services
• Listen to customers’ questions and provide answers
• Review or make changes to customer accounts
• Take orders, calculate charges, process billing payments, and handle returns or complaints

PAY RANGE

IN BOSTON:

- **Entry Pay** $13.90+/hr
- **Middle Pay** $19.80/hr
- **Experienced Pay** $24.30+/hr

EMPLOYERS

IN GREATER BOSTON INCLUDE:

- Arthur J. Gallagher & Co.
- BMC HealthNet Plan
- Commonwealth Care Alliance
- Harvard Pilgrim Health Care
- Neighborhood Health Plan
- Tufts Health Plan

EMPLOYERS WANT

SOMEONE WHO:

• Is reliable and highly motivated to learn
• Has strong communication, listening, and customer service skills to answer questions in a helpful and professional manner
• Has patience and empathy when interacting with frustrated or dissatisfied customers
• Is a team player and problem solver

GET TRAINING AT

YMCA Training, Inc.’s Computerized Office Skills Program
18 Tremont St., Boston, MA 02108

- Free, 20-week computerized office skills program trains you to work in one of four specializations, including Health Insurance Customer Service. It consists of 12 weeks of training (Mon-Thu, 9 AM - 4 PM) and 8 weeks of unpaid internship. Program offers résumé preparation, interview practice, ongoing employment assistance, and other support services.

Health Insurance Customer Service graduates make $15-18/hr. entry pay!

- The next three program cycles start November 22nd, 2016, and February 28th and May 23rd, 2017. To apply, you must have:
  • A high school diploma or equivalent and a proficient level of English
  • At least 6 months of work experience in any kind of work and childcare arrangements with a backup
  • High motivation to learn and a commitment to good attendance and punctuality

Limited computer skills required.
The program works with individuals with CORI.
Call 617-542-1800 to schedule an information session.