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**Location:** 1575 W. Garden of the Gods Rd. Colorado Springs CO 80907 (with the ability to go remote based on performance)

**Hours:** 8 hour shift between 7:00 am - 7:00 pm MST

Pay: $12.65/hour plus Monthly bonus incentives up to $500/month.

positive education requirement:

**JOB SUMMARY**

 I. Title: Intake Representative

II. Department Name and Number: 4210 - Intake

III. Reports to: Supervisor, Nonclinical Contact Center

1. Summary: Intake Representatives are responsible for processing requests for clinical certifications, ensuring complete and accurate information, providing status updates, and serving as a liaison to the clinical staff when needed in an inbound contact center enviornment. Intake Representatives also Work with sites, patients and physician’s offices to investigate and resolve any pre-certification questions or concerns.
2. Minimum Education, Licensure and Professional Certification requirement**:** High School Dipolma or GED
3. Minimum Experience required*:* Six months customer service experience required. Six months in a high volume contact center setting preferred

1. FLSA: Nonexempt
2. Bonus Type: *(Indicate which option is applicable)* :

[ ] Corporate Incentive Plan - CIP *(Exempt Team Members)*

[ ] Corporate Success Share Plan - SHARE *(Non-Exempt Team Members)*

[x] Department Incentive Plan

[ ] Quarterly

[ ] Monthly

1. Status: Full Time
2. Required Skills: Excellent attention to detail; Excellent problem solving abilities; Proactive customer service approach; Self-directed, highly motivated; Ability to relate well to all types of people; Ability to listen actively and responsively

***How to apply:*** *Apply at Caution-https://careers-evicore.icims.com/jobs/5111/customer-service-non-clinical-intake-representative/job and Contact Erica Gough egough@evicore.com*