

MSEP employer, Pearl Interactive Network Inc. has an urgent need to hire Virtual Care Navigators to telework from a home office. Pearl Interactive Network Inc. is different than other contact center, program management and staffing companies because its business is built on a people-driven culture. It gives hiring priorities to: Disabled veterans, veterans, people with disabilities, military spouses and people living in geographically-challenged areas. Pearl Interactive Network Inc. has a people-centric focus resulting in long-term contracts, higher engagement and retention.

**Position Title:** Virtual Care Navigator

**Location:** Telework, Work From Home

**Position Description:** The Virtual Care Navigator will be instrumental in supporting the hospitals in managing capacity during the COVID-19 pandemic. The Care Navigator is responsible for screening new callers and collecting information to determine their most pressing needs.

- Position Requirements:**
- High School diploma or equivalent required.
  - Minimum 6 months' customer service/secretarial/telemarketing experience required or equivalent military experience.
  - Healthcare or federal/state/local government call center experience is preferred.
  - Must be able to speak and read English clearly, professionally and fluently.
  - Must be able to type a minimum of 20 WPM.
  - Experience working with a PC and the Windows operating system is required.
  - Ability to effectively work within established contractual turnaround times, follow established and documented policies and standard operating procedures, and adhering to privacy rules.
  - Must have demonstrated excellent interpersonal skills.
  - Proven ability to work as a member of a team is required.
  - All personnel will be required by contract to undergo program update training as the program changes.
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- This position requires the physical ability to sit for up to 2 hours at a time while assisting callers; this position is a sedentary position in a home office environment.
  - This position requires 100% phone work which includes wearing a headset while simultaneously using a phone and computer.
  - This position requires the ability to work in stressful situations.
  - Must adhere to a strict attendance and limited break policy. Current lunch and break estimates are 1-hour unpaid lunch break per 6 hours worked in a shift, and 1 paid 15-minute break per 4 hours worked in a shift.
  - Staff must be located within the contiguous United States.

- Embrace our winning Pearl Culture which promotes our employees' desires and efforts to serve our consumers, coworkers, clients and community by exhibiting our Pearl values of customer satisfaction, teamwork & family atmosphere, quality, respect, transparency and innovation.
- The above statements are intended to describe the general nature and level of the work being performed by people assigned to this work. This is not an exhaustive list of all duties and responsibilities. Pearl management reserves the right to amend and change responsibilities to meet business and organizational needs as necessary.
- Background Investigation, Drug Screening and Skills Assessments Required

**Qualifications** Action oriented/tenacity, dealing with ambiguity, compassion, customer focus, ethics and values, functional and technical skills, informing, integrity and trust, listening, priority setting, problem solving

**Application Mechanism:** <https://pin.clearcompany.com/careers/jobs/0c692573-2b07-f332-b69d-5aba2112dd95/apply?source=1284553-CS-18138>

Pearl Interactive Network, Inc. is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, veteran status, disability status, genetics, or sexual orientation and gender identity.

Thank you for your continued support of our military spouse community.