

# Recruitment Event

## Matrix Medical Network

### Date:

October  
3<sup>rd</sup> & 17<sup>th</sup>, 2019

### Time:

10:00a.m. -  
12:00p.m.

### Location:

CareerSource  
Pinellas center on  
Gulf to Bay

2312 Gulf to Bay  
Boulevard

Clearwater, Florida  
33765

**Now  
Hiring!**

### Contact Center Representative - 11002976

#### *Must have the following in order to apply:*

- High School Diploma, GED, or determination of an equivalent communication competencies.
- Experience in a metrics driven, performance environment
- Verbal and written communication skills; telephone skills
- Must speak, read and write English
- Data entry skills and proven ability to navigate multiple computer screens while conducting a customer call
- Ability to work independently with minimal supervision
- Ability to work flexible schedule and extended hours; as needed

**Preferred Skills:** Basic to intermediate skills with MS Office (Word, Excel, PowerPoint); Customer services experience in retail, hospitality, sales, or in a call center environment; 6 - 12 months outbound call center experience; 6 - 12 months sales or soft sales experience

**Job Description:** The main responsibility of this position is to conduct outbound calls to health plan members and schedule/secure in-home visits.

**Days & Hours:** Full Time position; 40 hours per week; 1<sup>st</sup> and 2<sup>nd</sup> shifts available.

**Pay:** \$13.50 per hour plus production-based incentives; Depends on experience.

### Clinical Support Coordinator - 11013725

#### *Must have the following in order to apply:*

- High School Diploma or equivalent
- Six (6) months of experience in routing, transportation and/or logistics
- Six (6) months of experience working with geography & proficiency in using mapping applications such as MapQuest
- One (1) year of customer service experience
- Six (6) months in a call center setting

**Days & Hours:** Full Time position; complete work schedule will be discussed with applicant.

**Pay:** Depends on experience.

Please ensure that you are registered in Employ Florida ([www.employflorida.com](http://www.employflorida.com)) prior to interviewing with event employers, and preregister online at <https://www.careersourcepinellas.com/events>.

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### Contact Center Supervisor - 11050337

***Must have the following in order to apply:***

- High School Diploma or equivalent
- Three (3) years of experience as a call center Supervisor or Manager
- Knowledge of performance evaluation procedures
- Customer service skills
- Communication skills
- Telephone skills
- Organizational skills
- Computer skills

***Job Description:*** Responsible for directly supervising a team of member service agents. The supervisor may be required to perform the duties and responsibilities of the agents, as needed. Use performance metrics to monitor and adjust the plan to meet or exceed objectives.

***Days & Hours:*** Full Time position; complete work schedule will be discussed with applicant.

***Pay:*** Depends on experience; Benefits are offered

### Quality Assurance Specialist - 11013702

***Must have the following in order to apply:***

- High School Diploma or equivalent
- Nine (9) months of Contact Center experience; Health Care definitely a plus
- Speak, read and write English
- Computer skills; MS Office applications including Outlook, Word, Excel & SharePoint
- Written and verbal communication skills

***Job Description:*** Ensure that contact center calls (live and pre-recorded) are adhered to by monitoring and providing feedback for continuous improvement for all agents; Daily coaching of all monitor calls with a written recap to the associate and Operations Leaders; be a participant of QO model; participate in strategies to provide daily/frequent motivation to the Contact Center agents aligned to objectives being driven; other duties as assigned

***Days & Hours:*** Full Time position; complete work schedule will be discussed with applicant.

***Pay:*** Depends on experience.

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