



Maximus EB Outreach – Jan 2022

Number of Positions: 6

Location: TX Arlington

Hiring Manager: Larry Locklear

Email: LarryLocklear@maximus.com

Contact Hiring Manager for salary – new starting salary for 2022 ! plus bilingual differential

Apply Here: www.maximus.com/careers

Learn more here: https://youtu.be/k1Zc96zQ_ZA

Remote Work positions – Work From Home (position includes day travel for home visits (not in the home) and community events) – New starting salary in 2022!

TX Arlington

- Sr CSR Outreach - Dallas County 2022-72201
- Sr CSR Outreach - Dallas County 2022-72234
- Sr CSR Outreach Dallas County 2022-72200
- Sr CSR Outreach - Collin County 2022-72231
- Sr CSR Outreach Fannin/Hunt/Rockwall Counties 2022-72233
- Sr CSR Outreach Grayson/Fannin/Collin Counties 2022-72232

Job Description (Partial):

Position provides effective customer services via telephone and in person to clients and community members regarding the selection, enrollment, and eligibility requirements for various Texas Health and Social Services Programs by utilizing excellent, in-depth knowledge of enrollment requirements program information and polices. Identifies, develops, and builds

relationships with community, state and faith-based organizations to enhance presence in the community.

- Conducts outreach including phone calls, home visits and community presentations in the field in accordance with project policy and procedures (70% of the time). Solely responsible for a specific geographic area and related tasks for that area. Travels independently using proper safety precautions.
- Presents program education and enrollment options to recipients to encourage recipient action. Presents managed care options to recipients and assists them in using their health care and dental plans and community resources as needed.
- Identifies issues, problem solves and escalates unresolved issues and concerns to management immediately and regularly.
- Multi-tasks in several computer applications at once while holding conversation with client. Responsible for documenting activity in automated systems and reporting outcomes on a daily/ weekly basis. Responsible for ensuring confidentiality of client information.
- Uses customer services skills to adapt to situations and deal with clients face to face.
- Willingness to work a flexible schedule including weekends and evenings.
- May be required to wear personal protective equipment (PPE) when having client in-person interaction for precautionary measures
- Provide customer service inbound support via telephone when needed to assist the EB Call Center department

Requirements (partial):

- Bilingual Preferred
- High School diploma or equivalent; • One year of experiences dealing with the public or in a customer service role required; • Two years of human services experience preferred • Medicaid/ Social Services knowledge preferred. • **DSHS CHW Certification a plus!** • Knowledge of Excel preferred.
- Work is often performed conducting home visits, presentations, and part in an office environment. • Reliable transportation with proper insurance and Texas Driver's License that meets the State of Texas requirements.

We look forward to you joining our Maximus Outreach Team!