

**Title:** **FMLA Customer Service Representative**

**Description:** **PRIMARY PURPOSE**

Works as part of a team that provides quality customer service by helping client employees, and others understand, work with, and use their Family Medical Leave Act benefits accurately and effectively in accordance with Federal, State and client specific leave policies inclusive of all individual State Leave Acts, Military, and client sponsored Leave Programs. Acts as a liaison for the client's employees, managers and Business Partners. Resolves basic, straight forward questions and issues arising from inbound calls and/or in-person inquiries and provides assistance in copying and transmitting forms/documents to the FMLA adjuster.

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

- Performs Intake for initial/existing FMLA applications.
- Records authorization information into data base and onto referral form.
- Communicates authorization information to appropriate individuals.
- Manages and records fax transmissions into database
- Collects additional data from referral sources as needed.
- Answers phone timely and responds to inquiries.
- Assists team with accurate and timely data entry.
- Secures relevant employee/patient demographics, insurance coverage, and other information.
- Utilizes computer software system to input data.
- Performs other duties as assigned.

**QUALIFICATIONS EDUCATION & LICENSING**

High School Diploma.

**EXPERIENCE**

Two (2) to three (3) years of customer service experience in FMLA

or Leaves case management.

### **SKILLS AND EXPERIENCE**

- Strong oral and written communication skills to interact with claimants clearly, concisely, and persuasively.
- Good analytical and product management skills.
- Knowledge of telephone etiquette.
- Ability to interact professionally with a diverse group.
- Ability to self-motivate.
- Ability to prioritize work continually and produce a significant volume of work efficiently within performance standards.
- Ability to work in a face-paced environment with short deadlines.
- Ability to demonstrate teamwork by dealing effectively with and mentoring.
- Knowledge of Microsoft Office Suite (Word, Excel, PowerPoint).
- Knowledge and experience with office equipment, e.g. computers, faxes, copy machines, and phones.

### **WORK ENVIRONMENT**

When applicable and appropriate, consideration will be given to reasonable accommodations.

### **MENTAL**

Clear and conceptual thinking ability; excellent judgment and discretion; ability to handle work-related stress; ability to handle multiple priorities simultaneously; and ability to meet deadlines.

### **PHYSICAL**

Computer keyboard – Typing 45 WPM

Local travel as required.

## **AUDITORY/VISUAL**

Hearing, vision and speaking.