



Job Title: Call Centre Associate (Inbound calls)

Industry: Healthcare Insurance

Location: Barrington Street, Halifax, NS (Scotia Square)

Duration: 6 months, with possible full-time extension

Training Start Date: June 17th, 2019

Hours: Monday-Friday 9am-6pm (US client observed holidays)

Rate: \$13.75 per hour

Parking: Employee paid parking available (Parkade and City Meters)

About NTT DATA Services: www.nttdata.com

At **NTT DATA** we know that with the right people on board, anything is possible! The quality, integrity, and commitment of our employees have been key factors in our company's growth and market presence. By hiring the best people and helping them grow both professionally and personally, we ensure a bright future for NTT DATA Services and for the people who work here.

NTT DATA Inc. is the 6th largest global IT Services Provider and, a global leader of system integration services and technology innovation. Collectively NTT DATA Inc. generates \$16B in annual revenue and employs over 150,000 employees across 50 countries. NTT DATA is part of the NTT Group the largest telecommunications company in the world. We just acquired DELL Services.

The position:

NTT DATA's Client is seeking a Call Center Associate to serve as the primary contact for providers/members for questions related to claims, benefits, member enrollment eligibility and other questions related to their Healthcare Insurance Plan Interface with Claims, Enrollment, IS, Network Management, Pharmacy, Behavioral Health and other internal departments to provide Service Excellence to our customers!

- Maintain a positive and professional level of service to our customers while always protecting the confidentiality of information
- Consistently support our client's approach to Service Excellence by adhering to established department and company standards for all work-related functions
- Desire professional growth and development through self-directed learning activities

Requirements for this role include:

- Minimum 1-3 years' experience preferred, but will train if only a few months of experience, in a Call Centre or Customer service-oriented position
- Team-oriented and focused on achieving organizational goals
- A working knowledge with Windows based software
- Self-motivated and able to work with minimal supervision
- High school diploma or equivalent required.
- Demonstrated computer skills.
- Solid communication skills.
- Solid customer service skills.

Perks!

- Monday – Friday work hours
- Games room
- Free hot beverages
- Café style lunch rooms
- Best food court in the city!
- Easy bus hub
- Many opportunities for growth with a Global leader in IT Services.