

External Description

Description - External

You'll enjoy the flexibility to telecommute* from anywhere within the U.S. as you take on some tough challenges.

Even if you have no prior experience, we have training classes starting soon to help you build the successful career that you want - apply today!

Welcome to one of the toughest and most fulfilling ways to help people, including yourself. We offer the latest tools, most intensive training program in the industry and nearly limitless opportunities for advancement. Join us and start doing **your life's best work**.SM

Turn on the news on any night of the week and you're likely to hear about the changes that are sweeping through our health care system. It's dramatic. It's positive. And it's being led by companies like **UnitedHealth Group**. Now, you can take advantage of some of the best training and tools in the world to help serve our existing and new customers. You'll take as many as 70-100 asynchronous chat messages per day from customers who have questions about their health benefits. When not assisting consumers via chat, you will be required to support secure email inquiries. As their advocate, you'll use your personality and our tools to help them through the health care benefits available to them.

This position is full-time (40 hours/week) Monday to Sunday. Employees are required to have flexibility to work any of our 8-hour shift schedules during our normal business hours of 7:00am - 10:00pm CST. This is a 100% US Remote position.

**All Telecommuters will be required to adhere to UnitedHealth Group's Telecommuter Policy.*

Primary Responsibilities:

- Written communication skills: Advocates must have the ability to communicate online in a conversational manner that promotes dialogue and establishes rapport. Advocates must avoid poor grammar, misstatements, or lengthy explanation. Online writing necessitates that advocates have an aptitude for knowing when to apply the "dos and don'ts" of online communication.
- Typing skills: The ability to type at a reasonable pace, 38-40 words a minute (WPM).
- Multi-tasking: Advocates need to be able to simultaneously provide product information, use service engagement skills, and efficiently use service resources.
- Technology comfort and know-how: Advocates must be adept at using the Advocate Workspace, other technology, and automation tools.
- App, Website, and SMS savvy: Consumers who accept an engagement will have high expectations of the advocates' knowledge. Advocates will need to maintain a high level of familiarity with the digital property the consumer is using.
- Analytical and judgment skills: Advocates need to "read between the lines." Visitors don't necessarily have good writing skills and advocates may have to interpret what the visitor is really asking by responding with a clarifying question or statement.
- Flexibility: Advocates need to be able to adapt to continual change as the department fine-tunes the messaging program.
- The messaging advocate is chartered to maintain a healthy brand-to-consumer relationship that benefits the consumer. As an advocate, you'll communicate with consumers primarily through messaging. Unlike other forms of communication, messaging grants both you and the consumer time flexibility, and keeps you connected even after the immediate question has been answered. The result is a superior customer service experience for the consumer, and a superior professional experience for you - where you can personalize your interactions and have a meaningful impact on our business.

You'll be rewarded and recognized for your performance in an environment that will challenge you and give you clear direction on what it takes to succeed in your role as well as provide development for other roles you may be interested in.

Qualifications - External

Required Qualifications:

- High School Diploma / GED (or higher) OR equivalent work experience
- 2+ years of combined education, work and/or volunteer experience
- 6+ months of Medicare Advantage (MA) experience

Telecommuting Requirements:

- Required to have a dedicated work area established that is separated from other living areas and provides information privacy
- Ability to keep all company sensitive documents secure (if applicable)
- Must live in a location that can receive a UnitedHealth Group approved high-speed internet connection or leverage an existing high-speed internet service

Preferred Qualifications:

- Customer Service Experience
- Sales or account management experience
- Health Care/Insurance environment (familiarity with medical terminology, health plan documents, or benefit plan design)
- Social work, behavioral health, disease prevention, health promotion and behavior change (working with vulnerable populations)

Soft Skills:

- General knowledge of computers and business operations
- Proven ability to communicate articulately and credibly
- Solid keyboard skills and experience using helpdesk, ordering or CRM software
- Demonstrated ability to achieve service goals
- Success in highly automated environment
- Dynamic and engaging written communication style
- Excellent interpersonal and business communications skills - verbal and written
- Demonstrated self-motivation

UnitedHealth Group requires all new hires and employees to report their COVID-19 vaccination status.

Military & Veterans find your next mission: We know your background and experience is different and we like that. UnitedHealth Group values the skills, experience and dedication that serving in the military demands. In fact, many of the values defined in the service mirror what the UnitedHealth Group culture holds true: Integrity, Compassion, Relationships, Innovation and Performance. Whether you are looking to transition from active duty to a civilian career, or are an experienced veteran or spouse, we want to help guide your career journey. Learn more at <https://uhg.hr/transitioning-military>

Learn how Teresa, a Senior Quality Analyst, works with military veterans and ensures they receive the best benefits and experience possible. <https://uhg.hr/vet>

Careers with UnitedHealthcare. Let's talk about opportunity. Start with a Fortune 10 organization that's serving more than 85 million people already and building the industry's singular reputation for bold ideas and impeccable execution. Now, add your energy, your passion for excellence, your near - obsession with driving change for the better. Get the picture? UnitedHealthcare is serving employers and individuals, states and communities, Military families and Veterans wherever they're found across the globe. We bring them the resources of an industry leader and a commitment to improve their lives that's second to none. This is no small opportunity. It's where you can do **your life's best work.**SM

Colorado, Connecticut or Nevada Residents Only: The salary range for Colorado residents is \$16.00 - \$26.88. The salary range for Connecticut / Nevada residents is \$16.83 - \$29.66. Pay is based on several factors including but not limited to education, work experience, certifications, etc. In addition to your salary, UnitedHealth Group offers benefits such as, a comprehensive benefits package, incentive and recognition programs, equity stock purchase and 401k contribution (all benefits are subject to eligibility requirements). No matter where or when you begin a career with UnitedHealth Group, you'll find a far-reaching choice of benefits and incentives.

Diversity creates a healthier atmosphere: UnitedHealth Group is an Equal Employment Opportunity / Affirmative Action employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, protected veteran status, disability status, sexual orientation, gender identity or expression, marital status, genetic information, or any other characteristic protected by law.

UnitedHealth Group is a drug - free workplace. Candidates are required to pass a drug test before beginning employment.

Keywords: #RPO, #YELLOW