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| <b>Job Title:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Customer Service Coordinator</b> |
| <b>(D) Reporting to:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Team Leader                         |
| <b>Job Description</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                     |
| <p><b>Job summary:</b></p> <p>Customer Service Coordinator will handle the administrative certification process related to all international claims and to the different products and services at IHS department</p> <p><b>Duties &amp; Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Supports international partners by providing their inbound adherents with the requested services in a timely manner including: access to the GlobeMed local networks, arranging medical evacuations and repatriations, arranging medial and travel assistance services.</li> <li>• Supports GlobeMed operations by providing their outbound adherents with the requested services in a timely manner including: access to the GlobeMed international networks, support with cross border claims, arranging medical evacuations and repatriations, arranging medial and travel assistance services.</li> <li>• File and report IHS claims experience; Create international provider on IHS portal and Manage claim on IHS portal</li> <li>• Following up with customers to ensure service was delivered and address their needs.</li> <li>• Coordinate and following up with GlobeMed departments to ensure services are delivered within acceptable timeframes and quality levels.</li> <li>• Provides information to IHS customers about GlobeMed local and international provider networks as well as products and service offerings.</li> <li>• Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.</li> <li>• Maintains case records by updating case information</li> </ul> <p><b>Skills/Qualifications:</b></p> <p>Bachelor's degree in Nursing.</p> <p><u>Experience/Knowledge:</u></p> <ul style="list-style-type: none"> <li>• Basic computer literacy with the ability and willingness to learn and develop knowledge of healthcare insurance and TPA operations.</li> <li>• Previous experience in customer service, call center, healthcare, or a similar service-oriented environment is an advantage.</li> </ul> |                                     |

Technical Skills/Competencies:

- **Customer Orientation:** Strong customer-focused approach with the ability to understand and respond to customer needs.
- **Communication:** Professional, empathetic, and patient when dealing with customers, members, and providers.
- **Phone Skills:** Clear and effective communication in a customer service environment.
- **Attention to Detail:** Accurate and meticulous when handling customer information and requests.
- **Organization:** Ability to manage multiple tasks while maintaining service quality and accuracy.
- **Adaptability & Flexibility:** Ability to handle different situations and work schedules based on business requirements.
- **Language:** Fluent in spoken English & Arabic, and French is a plus.

**Disclaimer:**

This Job description is only a summary of the typical functions of the job; it is not an exhaustive or comprehensive list of all job responsibilities, tasks and duties. Other duties, related to the job and/or the company; as assigned by the manager are considered to be part of this job description.