

Recruitment Event

Matrix Medical Network

Date:

August 22,
2019

Time:

10:00a.m. -
12:00p.m.

Location:

CareerSource
Pinellas center on
Gulf to Bay

2312 Gulf to Bay
Boulevard

Clearwater,
Florida 33765

**Now
Hiring!**

Training Specialist - 11013708

Must have the following in order to apply:

- High School Diploma or equivalent
- Two (2) years of training experience, preferable in a Contact Center environment
- Understanding of training processes and practices for adults learning
- Verbal and written communication skills; telephone skills
- Must speak, read and write English
- Organizational and time management skills
- Problem solving skills
- Ability to work flexible schedule and extended hours; as needed

Job Description: Responsible for creating a learning environment experience for both existing and new employees through classroom instruction, on-floor mentoring and one-to-one skills coaching; coaching and mentoring all Contact Center employees in achieving their full potential while following L&D objectives; including management and non-management; track and analyze pilot and training programs to recommend changes based on practices & practical application; conduct live side by side or recorded call monitors in order to identify gaps and adherence to training objectives; other duties as assigned.

Days & Hours: Full Time position; complete work schedule will be discussed with applicant.

Pay: Depends on experience.

Quality Assurance Specialist - 11013702

Must have the following in order to apply:

- High School Diploma or equivalent
- Nine (9) months of Contact Center experience; Health Care definitely a plus
- Speak, read and write English
- Computer skills; MS Office applications including Outlook, Word, Excel & SharePoint
- Written and verbal communication skills

Job Description: Ensure that contact center calls (live and pre-recorded) are adhered to by monitoring and providing feedback for continuous improvement for all agents; Daily coaching of all monitor calls with a written recap to the associate and Operations Leaders; be a participant of QO model; participate in strategies to provide daily/frequent motivation to the Contact Center agents aligned to objectives being driven; other duties as assigned

Days & Hours: Full Time position; complete work schedule will be discussed with applicant.

Pay: Depends on experience.

Please ensure that you are registered in Employ Florida (www.employflorida.com) prior to interviewing with event employers, and preregister online at

<https://www.careersourcepinellas.com/events>.

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Contact Center Representative - 11002976

Must have the following in order to apply:

- High School Diploma, GED, or determination of an equivalent communication competencies.
- Experience in a metrics driven, performance environment
- Verbal and written communication skills; telephone skills
- Must speak, read and write English
- Data entry skills and proven ability to navigate multiple computer screens while conducting a customer call
- Ability to work independently with minimal supervision
- Ability to work flexible schedule and extended hours; as needed

Preferred Skills: Basic to intermediate skills with MS Office (Word, Excel, PowerPoint); Customer services experience in retail, hospitality, sales, or in a call center environment; 6 - 12 months outbound call center experience; 6 - 12 months sales or soft sales experience

Job Description: The main responsibility of this position is to conduct outbound calls to health plan members and schedule/secure in-home visits.

Days & Hours: Full Time position; 40 hours per week; 1st and 2nd shifts available.

Pay: \$13.50 per hour plus production-based incentives; Depends on experience.

Clinical Support Coordinator - 11013725

Must have the following in order to apply:

- High School Diploma or equivalent
- Six (6) months of experience in routing, transportation and/or logistics
- Six (6) months of experience working with geography & proficiency in using mapping applications such as MapQuest
- One (1) year of customer service experience
- Six (6) months in a call center setting

Days & Hours: Full Time position; complete work schedule will be discussed with applicant.

Pay: Depends on experience.

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