

Medical Assistance Customer Service

Apply Now

Company: startpeople

Location: Belgium

Category: computer-and-mathematical

Functieomschrijving

We are looking for **Medical Assistants** who care for people, are motivated and want to build a career with us.

What are you going to do?

Our department '**Assistance**' helps travelers and expats all over the world in all situations.

For exemple: help with hospitalization, arranging payment guarantees, organizing a return trip for medical reasons or an early return trip due to family circumstances.

- In our department, you are responsible for receiving insured persons in need of assistance by **telephone** anywhere in the world.

- You guide our clients from the opening of an assistance file to the satisfactory conclusion of the most diverse assistance requests. For this, you will call on our local or **worldwide network** of service providers and correspondents.

- You have only one goal in mind: to offer our client, with **empathy** , the most appropriate solution.

- You oversee the file carefully so that the **client** does not have to worry about aftercare.

You move smoothly through the contract terms and processes.

- You register the appointments and contacts you have with the client in our tool. Your communication guarantees a smooth transfer to your colleagues. Together we coordinate assistance requests **24/24, 7/7**. You are one of the most important links in our service.

Profiel

We are looking **Medical Assistance Providers**. What are we looking for?

- You bring several years of **experience** from a service job, or you are a **starting** professional who wants to use his degree and his decisive character for our insured in need.
- You get energy from servicing **customers** and through warm **telephone** contact you work towards a solution. And you obtain **pleasure** from that.
- You do not need to have any prior medical knowledge. You will be **assisted** by our **medical team**.
- A changing schedule means **freedom** for you.
- Your team, your client, your manager will get to know you as an autonomous **jack-of-all-trades**.
- You are fluently multilingual, at least bilingual (**English/Dutch or English/French**).

Aanbod

What do we offer?

- An intensive **training** in the use of our tools and processes.
- An environment of experienced colleagues and a seasoned team of assistance providers in a dynamic company. We operate locally, but we work with an international group.
- An exciting, multifaceted, multilingual mission in a close-knit company, in the heart of **Brussels** and within walking distance of the North Station.
- **Full-time** contract; a part-time regime is also negotiable.
- Shifts from Monday to Sunday - between 7 am and 10 pm max.
- There are **numerous development** opportunities and a fair salary package, supplemented with meal vouchers and benefits including group and hospitalization insurance and interesting product discounts.

Interested? Please do not hesitate to apply !

Bedrijfsinfo

Our client is the world's **No. 1** in travel and **assistance insurance**.

Every 2 seconds we make an intervention somewhere in the world. Today the group has about 20,000 employees who provide this help and assistance every day.

Worldwide, we can rely on a network of more than 800 000 medical service providers.

Every year we perform more than 10 000 medical repatriations. 250 million people call on the services of our group, or 4% of the world's population.

In Belgium, **Allianz Partners** has about two hundred employees, handles 70 000 cases

every year and realizes an annual turnover of about 50 million euros.

Will you join our assistance teams? We will train you thoroughly!

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