

# Bilingual Customer Service Representative (CDC-Info)

Job Location US-Remote

## # of Openings

150

## Job Function

Call Center Operations

## Job Schedule

Limited Service Full-Time

Bilingual Customer Service Representatives at Maximus make an impact everyday by providing knowledgeable responses to numerous telephone inquiries in a courteous, timely and professional manner for CDC-Info which is the Center for Disease Control's national contact center. CDC-Info offers live agents to help find the most up-to-date, reliable, consistent, and science-based health information on more than 750 health topics, including Covid-19. To prepare for this role, Maximus provides paid, comprehensive training which ensures our employees are equipped with the highest levels of knowledge and professionalism.

*\*This is a full time - limited service position that is to be worked fully remote (work from home). Pay rates will be based on the county in which you live.*

## Responsibilities:

- Maintain a current understanding of CDC-Info procedures in order to provide knowledgeable responses to numerous telephone inquiries in a courteous, timely and professional manner
- Adhere to the Privacy Act as it relates to the confidentiality of information released
- Respond to telephone inquiries within the set departmental staffing and time parameters
- Maintain appropriate documentation of phone inquiries
- Maintain up-to-date knowledge of CDC-Info regulations and policies as they apply
- Utilize databases and written materials to look up and provide information to telephone inquiries
- Continually look for and suggest process improvements, which will benefit Maximus, CDC, and the public (inquirers)
- Assist with on the job training for new and temporary employees as requested
- Report problems that occur and assist with the resolution
- May be required to work scheduled holidays
- Overtime may be required
- Must sign a Statement of Understanding

## Requirements:

- High school diploma or equivalent required
- Minimum six (6) months customer service/administrative /call center experience required
- Must be able to speak English and Spanish clearly and professionally
- Proven verbal and written communication skills a must
- Experience working with a PC and a Windows environment required
- Must have demonstrated excellent interpersonal and leadership skills and the ability to organize simultaneous tasks

- Proven ability to work as a member of a team is required
- *All CDC-Info personnel will be required by contract to undergo periodic program update training as the program changes*
- *All CDC-Info personnel are required to sign a Statement of Understanding and Non-Disclosure*

**Home Office Requirements:**

- Hardwired internet (ethernet) connection with 20 Mbps minimum
- Private work area and adequate power source
- *Candidate must provide computer (Chromebooks will not work), monitor & hardwired headset*