



Now Hiring!

Patient Concierge Specialist

Millennia is a technology-enabled service company that partners with healthcare providers to manage and improve their patient financial experience using a powerful patient engagement platform and a healthcare-focused Patient Concierge team.

The Position Responsibilities:

- Achieve daily metrics when handling high volume inbound calls (~80 - 100 calls per day) through a virtual phone system.
- Follow scripted verbiage when handling different topics concerning medical bills.
- Keep records of all conversations in our database in a comprehensible way (must be able to multitask by typing during each call).
- Manage dual monitors, a virtual phone system, and multiple software applications.
- Identify patient needs, clarify information, provide solutions, and handle each call in a positive/considerate/respectful manner while protecting the patients' privacy rights and personal health and financial information confidentiality.

Position Requirements:

- Be willing to work in our office 8:30AM – 5:30 PM, Monday – Friday (or within these hours as approved by Leadership team).
- Previous experience in a customer and/or patient support role.
- High School diploma or GED.
- Strong phone and verbal communication skills as well as active listening.
- Minimum of 35wpm typing speed.
- Understand and pronounce basic medical terms.

Are you ready to join the Millennia Team?

Location:

**Rocky Mount Mills
1151 Falls Road Suite 1010**

We are looking for motivated, dependable, and talented candidates to join our Rocky Mount "Command Center", located at the beautiful state of the art facility, Rocky Mount Mills.

Our suite overlooks the Tar River dam and has all the rustic charm one could hope and dream for! Surrounded by restaurants, coffee shops, walking trails, dog parks, and much more, we are looking for individuals that are ready to grow with us!

Benefits:

- 401(k)
- Insurance- Dental, Vision, Disability, Health, Life
- Paid time off
- Employee assistance program
- Weekly and monthly incentives (chances to win prizes and gift cards!)

Pay Structure:

- Starting pay is \$13 per hour, with incremental increases up to \$17