

Customer Service Representative position available in Grand Ronde

\$24,000-\$30,000 at a Forbes 200 Private Company

JELD-WEN is a Forbes 200 Private Company that conducts its door and window manufacturing and distribution business from 100 + North American and 30+ international facilities. Please visit www.jeld-wen.com for additional information.

JELD-WEN's wholly owned Third Party Administrator, Shasta Administrative Services (located in Redmond, OR), is seeking a qualified Customer Service Representative. This Representative reports directly to the Customer Service Manager and will assist health plan participants and health care providers with any health insurance and benefit-related needs. This individual will respond to incoming telephone calls and e-mails, process various requests, perform specific administrative functions and work with other departments and entities to resolve issues and provide customers with world-class customer service.

This remote employee will work onsite at a facility in Grand Ronde, but will be an integral part of the Shasta Customer Service Department. Initial training will take place at Shasta's home office in Redmond. The employee will be required to be onsite Monday through Friday for the four- to six-week intensive training period; this period may be extended if necessary. The ability to travel to Shasta on an as-needed basis after the initial training is required.

A college degree is preferred along with 1-2 years of customer service or call center experience and knowledge of the health care and/or insurance industry. This "team oriented" individual must be highly organized and have the ability to effectively communicate complex issues in a pleasant, positive and professional manner, while multitasking and navigating various computer screens. The ideal candidate will have excellent interpersonal, computer and customer service skills and possess a genuine desire to learn and assist others. Bilingual (Spanish) is beneficial, but not required.

Please e-mail your resume and cover letter to Lou Nichols at loun@shastatpa.com. Salary will be commensurate with qualifications.

JELD-WEN is an equal opportunity employer, committed to providing an environment free from all forms of unlawful discrimination. To ensure the safety and health of its employees, JELD-WEN maintains a drug-free work environment.

Pharmacy hours

The current operating hours of the pharmacy are 8 a.m. to 6 p.m. and the windows are open for business from 8:30 a.m. to 12:30 p.m. and 1:30 p.m. to 5:30 p.m., except on Thursdays when the window does not open until 10 a.m. Due to current staff shortages, the pharmacy hours have changed.

The window opening hours will remain the same, except on Thursday when the window will now open in the morning at 9:30 a.m. Additionally, the prescription drop-off windows will now close at 5 p.m., so any prescriptions received after this time will not be filled until the following day. However, prescriptions can still be picked up until 5:30 p.m. Also, there is now a prescription drop-off box located outside the clinic in the drive around. This drop box is checked daily at 2 p.m. and anything received in the box should be filled that day.

As always, we will do everything we can to accommodate emergencies. ■

2009 Tribal Marketplace dates

- Feb. 7 & 8
- March 7 & 8
- April 4 & 5
- May 2 & 3
- June 6 & 7
- July 4 & 5
(Possibly 7/3 for the three-day holiday weekend)
- Aug. 1 & 2
- Sept. 5 & 6
- Oct. 3 & 4
- Nov. 7 & 8
- Dec. 5 & 6

Dates subject to change due to conflicting Tribal or SMC events. Located across from Cedar Plank Buffet.

In The Spirit of Living!
 Is cancer in your life?
 Or the life of someone you know?

Join us for cancer support groups
 on the 1st & 3rd Mondays
 of each month 5:30 -7 P.M.

Everyone is Welcome!

Molalla Room - Medical clinic

Refreshments, kind hearts and positive environment provided

Contact information
Jasen Henderson
Cancer Navigator
(503) 879-1395