

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 multi-tasking 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.

Cheech & Chong



Photo by Michelle Alaimo

Tommy Chong, left, and Cheech Marin of Cheech & Chong perform to a sell-out crowd at Spirit Mountain Casino's Events and Entertainment Center on Friday, Jan. 23.

Tribal caregiver meeting to be held

A meeting for Tribal members and their caregivers, other caregivers and staff who work with Elders will be held from 10 a.m. to 4 p.m. Friday, Feb. 27, at Spirit Mountain Casino's Rogue River B room.

Registration will begin at 10 a.m. and subjects will include Memory Loss/Alzheimer's, Caregiver Burnout, Power Tools for Caregivers, the new Shasta Health Plan, Contract Health Service, Advanced Directive and Personal Sharing.

For more information, call Bonnie at 503-879-2016, Darlene at 503-879-2019 or Pearl at 503-879-2049.

The Tribe's Wellness Program sponsors the event. ■

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