

Case Advocate

Crowe Paradis & Albren, the fastest growing Social Security and Medicare benefit advocacy firm in the United States, is seeking an experienced Case Advocate to join our team. As the Case Advocate, you will have responsibility for educating our claimants on the SSDI process as well as manage a caseload of new and existing claims. To make a significant contribution in this role, you must have impeccable attention to detail and a commitment to complete accuracy in all that you do.

This hourly paid position is located in Wakefield, MA and requires no travel.

Responsibilities

- Manage and develop a caseload of SSDI applicants.
- Educate claimants about the SSDI process.
- Ensure claims filed in the pursuit of SSDI benefits are processed in a timely manner, then monitored with SSA through regular and consistent follow up calls.
- Complete all applications and appeals in a timely manner, congruent with internal, external, and SSA guidelines, in the pursuit of SSDI benefits.
- Ensure individual and departmental metrics are met.
- Work with Senior Case Advocate in establishing yearly, monthly and weekly goals.

Requirements

- BS/BA Degree
- Experience working in a call center environment or insurance or benefit claim organization strongly preferred.
- Excellent organizational and communications skills (oral and written), ability to manage multiple projects independently, and pursue multiple objectives simultaneously.
- Must have extensive experience and be skilled in the use of programs such as MS Word, Excel, and PowerPoint.
- Ability to analyze issues and extrapolate appropriate solutions.
- A passion for demonstrating positive energy and enthusiasm by taking pride in your work while finding satisfaction, fulfillment and some fun.

To be considered, please send your resume, as well as compensation history, in a MS Word or PDF format to our recruiting team at careers@croweparadis.com with the position title in the subject line. Qualified candidates will be responded to as quickly as possible.

No phone calls please.

Please note: Applicants for employment in the U.S. must possess work authorization that does not require sponsorship for a visa now or in the future.