

Remote Customer Care Specialist

	Published:	15.09.2026 12:06:00
Deadline:	31.10.2026 23:59:59	remained 16 days
Salary:	от 900 до 1000 долл.	США
Work experience:	1 year	
Location:	Other location	
Type of involvement:	remotely	
Schedule:	19:00-3:00	



Hello Team

Address

Ибраимова 103

Web

<https://www.thehelloteam.com/>

Information

Common information

We are seeking a **Customer Care Coordinator** to join our growing team. In this role, you will provide professional, compassionate, and high-quality support to patients, caregivers, and health plan members through inbound and outbound communications.

Qualification requirements

- C1 level of English (written and spoken).
- Strong level Russian (written and spoken).
- Previous experience in the Healthcare industry is a plus.
- Previous experience in customer service is required.□
- **Strong organizational and multitasking skills with attention to detail in a fast-paced environment.**
- **Ability to work under pressure and meet deadlines while maintaining accuracy and efficiency.**
- Ability to quickly learn new systems, software, and workflows.
- Proficiency with Microsoft Office (Word, Excel, Outlook).
- Out-of-the-box thinker with a highly adaptable, reliable, self-motivated, and confident approach.
- Positive attitude and the ability to learn and adapt quickly.
- Ability to understand and follow established processes accurately with minimal supervision.
- Ability to work 9:00 AM to 5:00 PM U.S. Eastern Time (New York) and adapt to business needs.
- Interested in long-term career opportunities.
- Reliable computer and stable high-speed internet.□

Duties

- Handle customer inquiries and provide accurate information via inbound/outbound phone calls and email communications.
- Conduct outbound calls to patients and caregivers to schedule, confirm, and follow up on medical appointments.

- Manage inbound calls related to appointment coordination and patient support.
- Schedule, reschedule, and coordinate medical appointments based on patient and caregiver needs.
- Answer questions regarding appointment details, availability, timing, and related information.
- Provide updates regarding test result availability and expected turnaround times, when applicable.
- Maintain accurate and detailed records of customer interactions, appointments, and communications.
- Perform administrative and customer service support tasks as needed.
- Deliver professional and high-quality customer service to ensure patient and caregiver satisfaction.
- Perform other duties related to the position as assigned.

Conditions

- 100% remote work.
- Compensation in USD.
- **Full-time position with 40 hours weekly.**
- **Please note that this is a long-term opportunity.**
- Opportunity to help elderly individuals and contribute to their well-being.
- Great work environment with potential for growth.

To apply please provide your CV in English to email: parizat@thehelloteam.com and include your Whatsapp number

About company

The Hello Team was built for companies that are done experimenting with low-standard outsourcing. We provide long-term employees supported by real operational systems — from hiring and training to performance management and accountability. We believe quality talent requires structure, support, and ownership. That's why we operate at higher standards, attract stronger candidates, and back every employee with the systems needed to perform consistently over time.