Job Title: Agent

Department: Rejections

Job Summary:

The Rejections Agent within RPMG is responsible for reviewing, processing, and resolving rejected transactions or cases in accordance with established guidelines and quality standards.

This role plays a critical part in ensuring operational accuracy, compliance, and timely resolution of exceptions within the workflow.

Key Responsibilities:

- Maintain 8 hours of daily production output, meeting or exceeding established productivity targets.
- Review and analyze rejected cases or transactions to determine root causes and appropriate resolutions.
- Process rejections in accordance with Lumexa procedures, policies, and compliance requirements.
- Meet or exceed the daily productivity target of 115 rejections per day.
- Ensure high levels of accuracy and attention to detail when handling cases.
- Identify recurring issues or trends in rejections and escalate when necessary.
- Participate in quality audits and implement feedback to maintain performance standards.
- Supported continuous process improvement by providing feedback on rejection patterns and system issues.

Quality & Compliance:

- Maintain a minimum QA score of 98% or higher (or per current quality benchmark).
- Ensure all charges meet quality standards.
- Adherent to company policies, client requirements, and regulatory standards.

Collaboration & Communication:

- Maintain effective communication with leadership and coworkers.
- Participate in team huddles, training, and process updates.
- Provide support during high-volume periods and contribute to team productivity goals

Qualifications:

- Previous experience in data processing, operations, claims, transaction review or rejections is an advantage.
- Strong attention to detail with a focus on accuracy and quality assurance.
- Familiarity with SLA-driven environments and time-sensitive workflows.
- Strong analytical and problem-solving skills to identify root causes of rejections.
- Basic understanding of compliance, policies, and procedural guidelines.
- Effective communication skills for collaborating with internal teams and escalating issues.
- Ability to manage time efficiently and prioritize tasks in a fast-paced environment.