

FAQs

maximus

Do I need call center experience?

No experience required. Paid training is provided to help set you up for success, even if you are new to customer service or healthcare support work.

Do I get paid during training?

Yes. **Training is fully paid** from your first day and begins before you start taking live calls.

What benefits are offered?

Maximus offers a **comprehensive benefits package** focused on health and wellness, financial support, paid time off, and professional development opportunities designed to support employees both at work and outside of it. To learn more, visit maximus.com/employees.

Is there opportunity for career growth?

Yes. Many **employees grow** into leadership, training, quality, workforce management, operations support, and other internal career opportunities over time. Maximus also offers career pathways across corporate functions, healthcare and clinical support, technology, IT, business operations, and project support teams.

What kind of work will I be doing?

Customer Service Representatives support individuals with questions related to healthcare benefits, enrollment, eligibility, resources, and next steps. The role combines customer support, communication, and problem-solving skills to help people access important services.

Is this an on-site position?

Yes. These are on-site positions based at the local Maximus location listed on the page.

What schedules are available?

Available schedules may vary by location and business needs. Some sites may offer morning, afternoon, evening, or overnight shifts. Training and shift availability will be discussed during the hiring process.

What happens after I apply?

After you submit your application and complete required assessments, our recruiting team will review your information and reach out if your experience aligns with the role and current hiring needs.