

TRANSCEND MEDICAL

Position Agreement for: Customer Service Representative

Job Purpose: Serves customers by providing product and service information; resolving product and service problems.

Essential Job Results:

- 1) **Attracts potential customers** by answering product and service questions; suggesting information about other products and services.
- 2) **Handles all inbound calls** by answering by the third ring, directing call to appropriate party, or handling service and sales calls.
- 3) **Opens customer accounts** by recording account information.
- 4) **Maintains customer records** by updating account information.
- 5) **Validates information** by reviewing insurance and supporting documentation specific to each order. Checks for completeness. Passes orders to Office Manager after review.
- 6) **Resolves product or service problems** by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; providing return authorization if appropriate; following up to ensure resolution.
- 7) **Coordinates service schedules** by checking for timing and overlaps, making adjustments where necessary, and contacting the parties concerned.
- 8) **Maintains financial accounts** by processing customer adjustments.
- 9) **Recommends potential products or services to management** by collecting customer information and analyzing customer needs.
- 10) **Prepares product or service reports** by collecting and analyzing customer information.
- 11) **Contributes to team effort** by accomplishing related results as needed.
- 12) **Reports to the Office Manager.**

MINIMUM QUALIFICATIONS:

- Ability to file, perform accounting functions, maintain records, understanding of reimbursement requirements, good typing and telemarketing skills.
- Skills: Basic MS Excel, Word and 10-key skills required.
- High school education required.
- Effective verbal and written communication skills.
- Knowledge of computers and telephone

PHYSICAL DEMANDS:

- Sitting, standing, walking at desk, in office
- Operation of office machinery and computer
- Occasionally lift/move items up to 20 pounds
- Visual abilities to include reading, distance vision and peripheral vision

I have read and fully understand and accept the responsibilities and duties of this position.

Signature

Date

I have complete trust and faith in the abilities of the above-named employee and will fully support him/her in his/her efforts to fulfill the duties and goals of this position.

Signature of Supervisor

Date