|  |  |
| --- | --- |
|  | **Job Description: Customer Service**  Effective: 1/01/2008  Revised: 09/10/2018  Reports To: Customer Service Manager |
|  |  |

1. **Primary Responsibilities**

Responsible for the daily interaction of customers request and referral sources via telephone and or e-mail, performing all tasks relative to rental/sales transactions, reimbursement verification, and paperwork completion of customer orders.

**Qualifications**

A. Education

1. Graduate of an accredited high school with prior experience in the healthcare industry preferred

B. Physical requirements

* 1. In an average 8 hours day, may lift/ carry no more than 10 lbs. occasionally
  2. In an average 8 hours day, may stand/walk 4 or more hours per day occasionally
  3. In an average 8 hours day, may spend 4 or more hours per day sitting

**Experience and Skills**

1. Excellent telephone and customer relations skills
2. Experience in call center environment
3. Knowledge in Microsoft Office and Outlook programs
4. Must be detail oriented
5. Must be willing to function as a cooperative team member with the staff in all other departments of the company
6. Able to understand reimbursement process
7. Able to multi task during customer calls
8. Must commit to adhering to company policy and procedures

**Orientation**

1. Successfully complete orientation program within 90 days of hire.
2. Be knowledgeable of and responsible for the current company policies and procedures as they relate to the job description.
3. Gain knowledge via training on-site by qualified staff members, continuing education, in-services, and off site training if needed.

**Additional Responsibilities**

1. Maintain confidentiality of patients' records
2. Responds to patient/ client questions, comments, and concerns
3. Has knowledge of the process of receiving, reviewing, and resolving patient/ client complaints
4. Maintain Performance Improvement Standards as defined in the company's Performance Improvement Plan
5. Answers incoming telephone calls, faxes, and takes customer orders
6. Confirms reimbursement arrangements.
7. Attend in-services to increase product and reimbursement knowledge
8. Assist in training of other Customer Service Representatives
9. Perform other duties as requested

**Work Schedule**

A. Work Week

1. Position typically requires 40 to 45 hour per week commitment. Standard week runs Monday through Friday. Occasionally, calls need responses after standard business hours.

**Probation Period for All Employees**

1. A 30 days job review must be completed with favorable results for an employee to be retained.
2. This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required by their supervisor or the company.

RECEIPT OF JOB DESCRIPTION

I have received and reviewed my job description and have been informed of wages and benefits.

I also have been provided or am aware of how to access Employee Handbook of Integra Healthcare Equipment LLC.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Date