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# Example of Account Service Representative Job Description

Our company is growing rapidly and is hiring for an account service representative. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for account service representative

* Updating the system to reflect financial responsibility and communicate patient high deductible/co-pay amounts at the time of pre-registration
* Customer/patient focused with a strong emphasis on A/R management
* The Patient Account Customer Service Representative position is in a call center environment and is responsible for performing customer service functions from the point of initial contact through and including the account resolution
* Primary functions are to answer all customer service inquiries as quickly and accurately as possible to ensure customer satisfaction
* Maintains patient confidentiality and documentation in an appropriate manner for easy follow up
* This role supports the mission and values of the organization by maintaining positive and productive customer service relations both internally and externally
* Ensures ROEs are understood, communicated, and executed by our fulfillment team (Area Service Managers, Project Administrators, Technicians, Sub-Contractors)
* Prepare service repair quotes per customer specific ROEs as needed
* Representing the corporate brand professionally and with integrity at all times
* Monitoring and actively responding to inbound service requests from external customers and internal team members

## Qualifications for account service representative

* Ability to engage and motivate customer service associates in direct contact with customers
* Extensive knowledge of department and bank written policies and procedures and supplemental support documents for up to date job knowledge, in addition to banking rules and regulations as appropriate
* Possess ability to work independently in a team oriented environment
* Experience in motivating and inspiring a group of employees to achieve and exceed defined performance goals, including referrals and sales of products/services
* Ability to handle a high volume of calls, inquiries and challenging issues with tact and professionalism
* Must have 2+ years wholesale experience working with retailer needs and expectations