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# Example of Billing Customer Service Job Description

Our company is searching for experienced candidates for the position of billing customer service. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for billing customer service

* Maintain the Standard of Customer Service Excellence
* Pre-onboarding efforts with telephone calls and email campaigns in communities to residents, staff and responsible parties
* Utilize Assisted Living platform tools to promote our service to residents, responsible parties and staff
* May serve as the primary internal contact for customers to assist with their daily needs and to facilitate resolution of their issues
* Resolve a determined percent of initial calls to satisfied resolution and partner with appropriate internal partners when necessary to solve complex concerns or inquiries
* Actively communicate critical information with assisted living community staff, residents and family members to enhance service levels or maximize pharmacy efficiency
* Confidently communicate our service offerings to Assisted Living community staff, residents, family members and potential customers
* Communicate specific differences and solutions to common questions and objections
* Perform welcome calls for residents moving into communities, to verify billing information and provide an overview of our Assisted Living services
* Perform welcome calls for residents not utilizing Omnicare in select communities, to effectively communicate our services and convert them to an Omnicare serviced customer

## Qualifications for billing customer service

* Positive work attitude and ability to work effectively and multi-task in a highly dynamic environment Keen business sense, high initiative/enthusiasm levels, proactive
* Knowledge of telecom billing system, mediation or pricing system or process
* Good communication skills in English - Written & Verbal
* Identify, troubleshoot and resolve application issues via work-around
* Participate in root cause analysis and resolution as directed
* Establish working relationships with business and application development project team members