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# Example of Call Center Customer Service Rep Job Description

Our company is looking to fill the role of call center customer service rep. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for call center customer service rep

* Establishes policies by entering client information
* Minimum one year related experience and/or training
* Research complex processes, system and/or customer issues to analyze business situations and provide recommendations
* Place outbound calls to internal and external customers as required to obtain immediate resolution and/or completion of tasks
* Review, research and take action in response to customer inquires related to employer discount program
* Educate internal and external customers on company guidelines and procedures
* Contact customers via email and/or outbound call to obtain information or advise status of order/correspondence
* Proactively identify trends and make recommendations to streamline processes and procedures
* Meet all departmental goals including schedule adherence, average handle time, attendance, and quality monitoring
* Enter all calls in the Call Tracking System with accuracy and with well documented call notes

## Qualifications for call center customer service rep

* Answer 100-120 inbound calls per day from patients, doctor’s office, private insurance carriers
* Collect payments from patients for outstanding balances
* Routinely utilize multiple resources to resolve patient inquires while on the phone and while working correspondence
* Telephone statistics and collection goals must be maintained as a part of the job duty
* Occasional overtime is available
* Ability to become proficient with processes within 90 days after completing a structured training program