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# Example of Contact Center Representative Job Description

Our innovative and growing company is looking to fill the role of contact center representative. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for contact center representative

* Work with Email Operations Representatives to ensure effective workflow distribution
* Identify and report out trends in a highly dynamic environment
* Proactively assess client service needs, resolving inquiries, providing account information and performing a variety of transactions on the client’s behalf
* Utilize system software to respond to online messages, emails and chat to resolve client service issues
* Facilitates and assists with special projects
* Gathers information for accurate documentation of calls and enters into proper database
* Coordinates incoming referrals to ensure all referrals are entered into the referral module in the Epic System including prior authorization numbers when needed
* Coordinates referral management with clinic staff and providers to ensure optimal access to specialty care
* Coordinates with Financial Service Counselors to ensure applications for coverage are initiated prior to appointment
* Completes and enters the Medicare as Secondary Payer online form accurately for all Medicare accounts, and initiates the Advanced Beneficiary Notice as appropriate

## Qualifications for contact center representative

* KANA administration product knowledge
* Two years of customer service experience preferably in a sales environment
* 1-2 years in an analyst or operations role
* Strong analytics skills are essential
* Previous experience with email administration management
* 2 years of customer service experience (including heavy contact with the public) required