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# Example of Customer Care Associate Job Description

Our company is looking to fill the role of customer care associate. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for customer care associate

* Responding to pre-certification requirements within the timeframe set forth in the pre-certification policy
* Directing care to in-network providers, when appropriate
* Raising high cost, out of network cases to Supervisor or Managers attention
* Raising any dissatisfaction on the caller's part to the Supervisor or Manager
* Accurately entering pertinent clinical information into the Utilization Management database
* Establishing and maintaining communications with Attending Physicians, patient and/or family members, Healthcare Workers and a Social Worker in a timely manner
* Communicating necessary information via department systems to other internal departments
* Providing a high level of after sales service for external customers calling for advice on products
* Providing support to our internal customers both the Companion Animal, Large Animal and Swine sales and marketing teams
* Providing high quality healthcare case management services to patients on behalf of the company's clients' copay assistance programs

## Qualifications for customer care associate

* Available to work rotating shifts and standby on-call duty
* Bi-lingual speaking ability (English/Spanish) preferred
* Manage assigned warranty claims in organized and methodical manner, including updating reports, tracking customer sign offs
* Disciplined, self-motivated & reliable
* Possesses a positive attitude with excellent interpersonal skills and the ability to interact and build strong working relationships with customers peers at all levels of the organization
* Ability to work in a team environment and adapt to changing workload and circumstances effectively