Downloaded from <https://www.velvetjobs.com/job-descriptions/customer-care-representative>

# Example of Customer Care Representative Job Description

Our company is growing rapidly and is hiring for a customer care representative. 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 customer care representative

* Processes and files Requests for Quotes (RFQ) for parts and field services
* You will respond to customer questions via telephone and written correspondence regarding insurance benefits, provider contracts, eligibility and claims
* Assist the project leader to follow and monitor the implementation of the TFM project
* Arrange the weekly review meeting for the TFM project team
* Update the sales, clinic and customer support touch points in TFM project forms
* Perform the phone survey and on-site visit for the TFM customers
* Analyze the data and generate the reports of the customer complaints, order status, customer survey, project implementation, for the sales, customer care and management team
* Operation process set-up and improvement for the customer care team
* ERP system(Salesforce/Patient Central/IDS) maintenance and improvement
* Researches and resolves customer inquiries on shipment, order discrepancies and billing/credit matters

## Qualifications for customer care representative

* Has a positive work attitude
* Experience in customer care related field
* A voracious appetite for literature
* Must be flexible to work shifts as required (evenings, weekends, and holidays)
* Excellent interpersonal & communication skills to build strong relationships with customers and internal function
* Attentive to details its accuracy