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# Example of Customer Relations Coordinator Job Description

Our growing company is looking for a customer relations coordinator. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for customer relations coordinator

* Works in close coordination with other teams to meet customer quality needs and expectations
* Exercises judgment within generally defined practices and policies in selecting methods and techniques for obtaining solutions to problems with broad scope and complexity
* Coordinate with multiple functions of the organization to assist with customer focused process improvements
* Provide excellent customer service to general inquiry calls from customers and/or politely route calls to the appropriate party as appropriate
* Respond to assigned emails, review sites, letters and other general inquiry contacts
* Creates and updates Coordinator book and training manuals, ensures they are housed in a central place and trains the team on documents created
* Support new hires by shadowing, completing call reviews and providing feedback
* Research and partner with appropriate departments to obtain current structure to identify issues with routing calls efficiently and work with Manager to resolve
* Misc meetings, special assignments and or projects
* Pull Daily reporting

## Qualifications for customer relations coordinator

* Extensive knowledge of the revenue cycle including terminology and reimbursement policies
* Keyboard and data entry skills required
* Requires the employee to have experience with or the capability to be trained to solve problems and work towards solutions in an independent and/or team manner
* Proven proficiency in financial counseling, customer service and account validation
* Ability to work between all payers/teams
* Able to provide training and support for new team members