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# Example of Customer Relations Representative Job Description

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

## Responsibilities for customer relations representative

* The Customer Relations Representative requires in-depth understanding of managed care systems and the ability to translate those concepts to patients and providers
* Effective communication skills and the ability to handle difficult callers are as critical as good judgment and decision-making skills
* Strong interpersonal relations and team building skills are a requirement for internal and external purposes
* Experience in a call center environment is essential
* Supporting the values of PH&S-CA and proven ability to use team concepts to enhance shared leadership philosophies are essential for the success of this position
* The Customer Relations Representative is responsible for answering incoming calls from patients, providers, health plans, and hospitals and providing accurate information to the caller
* This position reports to the Manager, Patient, Provider, Health Plan Relations & Compliance
* Performs job activities in accordance with PH&S-CA Mission and Core Values, maintaining confidentiality while creating and maintaining a work environment that affirms and fosters respect for human diversity
* Support international sales manager and three outside domestic sales representatives
* Monitor status of sales orders

## Qualifications for customer relations representative

* Willing to work voluntary and/or involuntary overtime as needed
* Working knowledge of Regulatory compliance related to Privacy, Anti-Money Laundering (AML) Anti-Terrorist Financing (ATF), Know Your Customer (KYC) requirements, Financial Consumer Agency of Canada (FCAC), Canada Deposit Insurance Corporation (CDIC) and Occupational Health & Safety (OHS) SSI guidelines/processes
* Support shipping and invoicing department
* Receive sales calls evenings and weekends
* Communicate with QTI plant personnel evenings and weekends regarding customer orders
* Comply with all applicable HSE requirements as specified in Quality Tubing’s HSE Operational Requirement for Roles and Responsibilities