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# Example of Rep-Customer Service Rep Job Description

Our company is growing rapidly and is hiring for a rep-customer service rep. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for rep-customer service rep

* Provide research and problem solving to agents as directed by supervisor
* Provide general customer support
* Ensure requests, needs and questions are promptly resolved
* Service and manage all customers’ needs throughout “order to receiving process”
* Process, distribute or resolve all scanned correspondence and mail returns received and queued to Customer Service
* Part of or all of any assigned self-pay work queues
* Answer all calls in a high volume call center setting
* Conduct inquiries via phone, mail, fax, or walk-in to obtain payment on patient balances
* Facilitate collection of self-pay balances
* Make patient payment arrangements on self-pay balances according to departmental self-pay policy guidelines

## Qualifications for rep-customer service rep

* Respond to customer network operation centers that use Auto-dispatch Systems
* Place after hours’ part orders
* Perform other functions as required for the successful operation of the organization
* 6 months or less
* Personal Computer, Windows Software
* Ability to navigate and understand product/process guides and training material