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# Example of Specialist Account Job Description

Our company is hiring for a specialist account. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for specialist account

* Maintains an expert understanding of all ShiftWise applications and required technological equipment including laptop computers, internet connections, projectors
* You will be expected to work with various members of our customer teams including account managers and program development managers, ASD plant planners, and the finance team
* Entry Level 1-5 years of Customer Service experience
* Receive and process phone and written inquiries, customer orders, quotes, changes and sample requests for all product lines within turnaround parameters
* Consult with clients after sales to resolve problems and to provide ongoing support
* Build strong working relationships with the Practice and Product leaders, understanding their business challenges to shape marketing campaigns, members of the Marketing and PR teams
* Required to be customer focused and maintain a Customer Satisfaction Survey average of 9.1 /10 or higher
* Follow up on all outstanding accounts via telephone and/or written inquiry to patients and/or third party payers
* Correct insurance information on rejected insurance claims and resubmit for processing via Zirmed (electronic clearinghouse) or paper
* Responsible for all customer service related escalations

## Qualifications for specialist account

* Please tell us that you have strong computer skills
* Proven track record of 1 to 2 years in an cold calling role
* You must be a self-starter, able to work independently, and be comfortable with ambiguity
* Good knowledge of the computer applications
* Selected candidates must be organized and disciplined self-starters with goal-oriented drives
* Computer literate with the ability to easily learn, and efficiently operate, new systems and programs