



Example of Associate, Customer Service Job Description

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Our growing company is searching for experienced candidates for the position of associate, customer service. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for associate, customer service

- Handles inbound telephone and written inquiries from pharmacists and doctors regarding prior authorization by screening and reviewing requests based on benefit plan design, client specifics and clinical criteria
- Provides information to clients, participants, pharmacists and doctors regarding participants pharmacy benefit, drug coverage and provide accurate procedures for medication exceptions
- Facilitates resolution of drug coverage issues and pro-actively address research and resolve issues while maintaining accurate and complete documentation of all inquiries for continuous improvement
- Works collaboratively with other associates and supervisor to ensure that best practices are shared
- Documenting and maintaining all data and supporting documents according to management guidelines and maintaining detailed files of such
- Utilize receiving equipment (SC Logic) to scan, log and track all incoming items for accountability including certified, registered, return-receipt, UPS and Federal Express
- Sort, deliver and pick-up mail and packages utilizing mail cart according to established time frames and service standards
- Maintain the highest level of customer care while demonstrating a friendly and cooperative attitude
- Reviews, analyzes and answers requests from both internal and external customers (e.g., policyholders, agents, coworkers) for all lines of business

basis

Qualifications for associate, customer service

- Provide customer support to consumers via telephone and/or Internet, , instant message, email
- BA in Statistics, Business Administration or related field or equivalent 2 - 5 years of OTJ experience
- Ability to use Avaya telephony system including logging in, performing conference call, transfer calls, selecting the proper aux codes
- Must pass the verbal validations and must score at least 80% in the written examinations
- Knowledge of the Venture and Legacy product lines and services
- Knowledge of the financial transaction principles and practices and the SEP Guide