



Example of Contact Representative Job Description

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Our innovative and growing company is looking for a contact representative. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for contact representative

- May occasionally make routine edits or updates to existing standard operating procedures, such as updating addresses, phone numbers, or contact information of clinics served by the UW Medicine Contact Center
- Enter/modify customer orders in the business operating system
- Represent the organization daily through customer contact and relationship-building
- Monitor customer accounts daily to proactively avoid customer issues
- Work with internal departments to enable accurate account management and resolution of customer issues
- Make all necessary entries in the business systems to support company processes
- Customer web portal fault isolation
- Knowledge and wiki authoring
- Logistics / supply chain support
- Compliance enforcement

Qualifications for contact representative

- Demonstrated ability to navigate Microsoft Office products and software applications utilized in a financial services environment related business equipment
- Perform hands-on work in all environments (heat, cold, rain), in tight quarters

- Have minimum one year experience in a customer service, specific call center experience is preferred
- Basic knowledge of Medical Auditing and Appeals
- No prior claim experience needed
- Three years bank teller, bank sales, and/or banking customer service experience required