



Example of Contact Representative Job Description

Powered by www.VelvetJobs.com

Our innovative and growing company is looking to fill the role of contact representative. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for contact representative

- Connect interested prospects to an Admissions Representative who will help guide them through the remainder of the enrollment process
- Act as a support network for all 19 campuses by fielding and resolving inbound calls from prospects, current students alumni
- Meet specific performance goals
- Handles a high volume of calls in an inbound, fast-paced contact center
- Provides superior customer service to patients, families, general public, and co-workers by consistently demonstrating UW Medicine Service Standards
- Schedules new and return appointments in our electronic systems following scheduling guidelines
- Provides complete registration and scheduling services for outpatient/clinic services as per registration standards and clinic protocol
- Routes calls to appropriate clinics, answering service, and/or others as appropriate
- Serves as a liaison between customers and clinics to ensure timely, appropriate transfer of information and response to inquiries
- Resolves patient requests in one call/contact or successfully manages prolonged or complex issues, with high attention to managing the customer experience and emotion

Qualifications for contact representative

- Ability to effectively communicate solutions to customers in ways they can

- Excellent computer skills with proficiency in Microsoft Office applications and manufacturing operating systems (AS400) is an asset
- Demonstrated desire and ability to work as part of a team and with people of diverse backgrounds
- Ability to make decisions, research and solve problems, work independently, and manage multiple priorities
- Ability to accept and facilitate change, caused by customer demand, company needs or regulatory requirements
- Flexibility in work schedule, and regular and punctual attendance required