



# Example of Contact Representative Job Description

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

## Responsibilities for contact representative

- Identifies researches and resolves patient questions and inquiries regarding the patient portal
- Demonstrates in depth knowledge of UW Medicine's mission, vision and service offerings
- Adheres to contact center processes and workflow with an attention to continuous quality improvement
- Recognizes when customers are frustrated or may require education or instruction beyond the issue presented
- Meets or exceeds contact center performance standards and measures with a focus on quality, accuracy and timeliness
- Complies with the UW Medicine risk management, compliance, and information security program requirements, including accurate and timely reporting of all adverse incidents as described in the related policies
- Observes principles of data security and patient confidentiality
- Demonstrates professional demeanor in appearance and behavior in all work-related interactions
- Participates and completes the required training program including annual Safety training and all required HIPAA and Compliance training
- Handles a high volume of inquiries via a variety of communication means (web, email, telephone queues, ) in a fast-paced global contact center

## Qualifications for contact representative

- Excellent communication skills (oral and written) active listening skills

- 1-2 years' experience (customer service or contact center)
- Candidate must have basic typing and good communication and customer service skills
- Previous experience operating a switchboard is preferred in order to manage the volume and call types received
- Strong organizational skills and ability to multi-task yet remain calm in emergency situations