



# Example of Contact Representative Job Description

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Our innovative and growing company is looking to fill the role of contact representative. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for contact representative

- Requires effective communication abilities (written and verbal) when documenting actions and communications with Members, Providers, Medical Director and appeals leadership
- Uses a myriad of systems and tools to promptly respond to inquiries received via inbound phone lines
- Participates in new product and services implementation
- 4 to 5 years of experience in a contact center or customer service environment
- Identify training opportunities and assist with knowledge base documentation, FAQ's, reports, maintenance of online service catalog and social media engagement
- Pursue professional development in IT as it relates to your position by way of higher education, technical and communications training, and industry recognized certifications
- Provide operational support with problems which may arise in regards to the customer or the drivers work assignment
- Outbound and inbound internal/external customer contact
- Supporting KCI Field Distribution Centers with Home VAC Delivery and Pickup work order processing
- Facilitating timely return of Proof of Home Delivery/ Assignment of Benefits Paperwork (POHD)

## Qualifications for contact representative

- Bilingual in Spanish and English with demonstrated written and oral communication skill in both languages
- Advanced level competency in Microsoft Office products, online research and customer service tools
- Prior experience in technical web based position
- Able to converse on a telephone for long periods of time using headsets while listening, typing and engaging customers
- Able to read or interpret information from a personal computer or personal computer software
- Acceptable credit history