



# Example of Coordinator Customer Service Job Description

Powered by [www.VelvetJobs.com](http://www.VelvetJobs.com)

Our innovative and growing company is looking to fill the role of coordinator customer service. 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 coordinator customer service

- Preparing and maintaining accurate patient records, charts and documents to support sound medical practice
- Consistently communicates with HHCAH management to make sure all issues and problems are seamlessly handled so that both the patient and the referring source are satisfied with the results and process
- Providing consultation to referral source on community resources and home care issues
- Adheres to the practice of confidentiality (HIPAA and other state/federal regulations) regarding patients, families, staff and the Agency
- Demonstrating H3W Leadership behaviors and supporting your team in culture and team building initiatives
- Pricing and completing work orders in the online storefront system calculating price quotes for potential orders
- Handle Legacy hotel branded guest resolution issues, research and follow-up via phone, email and social media
- Review and communicate Reservation Accuracy Audits
- Maintain and update the Business Continuity Plan and if required, execute
- Prepare and disseminate daily, weekly, quarterly and month end reports

## Qualifications for coordinator customer service

- Attention to detail and follow through with both customers and administrative duties
- Working knowledge of Word, Excel, Outlook and the Internet
- Knowledge of Transportation Management Systems (TMS), DCIS (warehouse management), Yard Management Systems (YMS), and SAP - PREFERRED
- Knowledge of phone system