Example of Customer Advocate Job Description

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Our growing company is looking for a customer advocate. 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 customer advocate

- Receive, manage, investigate as needed, resolve and close customer concerns, complaints and grievances
- Collaborate with local leadership as needed to resolve and close customer concerns, complaints and grievances
- May proactively round on patients with consideration to current areas of opportunity based on patient complaint data
- Educate employees on HHC processes and policies regarding customer complaint management processes
- Coach employees through service recovery opportunities
- Ensure current familiarity with complaint data trends and reports
- May attend local leadership meetings to share customer complaint data and reports
- Under supervision, you will be responsible for working in a call center to assist members by responding to telephone and written inquiries in a prompt, accurate and objective manner
- You will spends approximately 90% of the scheduled time on the phone according to business need
- Troubleshoot, escalate and respond to product support requests from end users and contractors

Qualifications for customer advocate

- Fluency in any other language in addition to English
- Expert knowledge of MS Office (Outlook, Word, PowerPoint and Excel) and CRM tools
- Ability to make discretionary decisions based on research and multitask using different media
- Ability to work cross-functionally, independently and as part of a team with a certain degree of creativity and latitude