



Example of Customer Services Representative Job Description

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Our growing company is searching for experienced candidates for the position of customer services representative. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for customer services representative

- Follow through with appropriate areas for complaints
- Returning patient phone calls in response to messages left
- Handling walk-in patients
- Setting up payment arrangements for bill balances
- Responsible for collecting patient payments over the counter and by phone
- Payments for Ormond/Flagler/Oceanside/Deland and Fish are posted to the appropriate billing system
- Cash and checks are held in the Cash Box until the end of the day
- Credit card receipts are given to the Customer Service Supervisor until the end of the day
- At the end of each day, all cash, checks and credit card receipts are turned over to Cash Posting
- Maintain ongoing education of policies, contracts and rules/regulations for insurance companies, managed care payers and patients

Qualifications for customer services representative

- Other duties as assigned by the Customer Service Supervisor, Assistant Director or Director of PFS
- One years' minimum experience preferred in a call center setting with knowledge of Medical Insurance billing process

- Accurate and efficient order entry of purchase order, product and pricing information using ERP system
- Responsible for providing quotes and product availability to customers
- Provide order status information to customer and sales team upon request