



# Example of Customer Services Representative Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of customer services representative. 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 services representative

- Navigates multiple administration systems our workflow and imaging tools to gain and document needed information
- Promptly respond to telephone calls, telephone messages, mail and in-person inquiries, concerns, and complaints from patients, guarantors, and third parties concerning billing matters
- Resolve issues quickly, courteously, and effectively
- Bring unresolved issues to the attention of the Supervisor
- Forward request for information/issue resolution to the appropriate department or individual, as required
- Document activity via PCS workfile
- Greet patients and visitors and update patient demographics, as needed
- Handle correspondence generated by patients
- Discuss / review accounts with patients, by telephone or in-person
- Prepare / establish budget plans for patients

## Qualifications for customer services representative

- 1+ year of experience in a Healthcare Business Office
- Clear Communication for telephone work
- Manage all customer interactions in a timely and accurate manner

- Must have worked in a Contact centre, complaints or face to face customer service role
- Adopts a flexible and adaptable approach with an enthusiastic attitude