



Example of Outreach Representative Job Description

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Our company is growing rapidly and is looking for an outreach representative. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for outreach representative

- Review enrollment forms for accuracy and completeness
- Interfaces with and refer complaints and/or inquiries to the appropriate departments, agencies, advocates, and/or client representatives
- Meets the established processing guidelines, protocols and contract requirements related to complaint processing and the handling of PHI/PII
- Assists consumers in enrolling, de-enrolling, and transferring into health plans, when appropriate
- Answer phones, answering questions and directing calls
- Provide courteous and accurate information
- Transfer callers to their requested departments or persons
- Ability to project a friendly, positive and enthusiastic attitude
- Provide current, accurate, factual information and coach through the enrollment and registration process by phone
- Ability to listen intently, answer and route telephone calls

Qualifications for outreach representative

- Must be able to work independently, stay focused on results and task orientation
- Prior knowledge in public health promotion, perinatal services and marketing helpful
- Most desired experience will include hospital sales in the Market
- Knowledge of medical terms and procedures

- Associate's degree from an accredited college or university, or equivalent experience