



Example of Representative, Customer Care Job Description

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Our growing company is hiring for a representative, customer care. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for representative, customer care

- Complete new hire training ongoing training on REMS programs and supporting systems (database, telephony, reference manual,), departmental and corporate standard operating procedures and work practices/instructions, call handling and interaction skills, advanced communication skills, and inspection readiness
- Executes processes associated with monitoring and reconciling incoming enrollment forms
- Respond and make contact to service claims via the ROC or the division within 48 hours of receipt
- Administer a high volume of inbound Electronic Data Interchange (EDI) orders for quality and timeliness
- Adhere to consistent processes and documentation requirements as set forth under the guidance of Customer Care managers and Sarbanes-Oxley compliance (SOX)
- Assess and identify customer's need and provide appropriate resolution following company policies and processes
- Ensure all customer follow-up is done in a timely manner
- Build rapport and engage customers to deliver an exceptional customer experience
- Provide back-up to the National Response Centre by responding to medical alarms, as needed or in response to high call volumes
- Perform additional duties as directed by the Team Leader

- Ability to speak and write in Spanish, Vietnamese, or Korean
- Customer service experience in a professional/ office environment
- Experience working in a start-up environment is a plus
- Willingness to make a difference and be creative
- Conversational in Portuguese and Spanish preferred
- Previous Call Center Experience or Customer Service is required (1+ YEARS)