

## **CUSTOMER SERVICE REPRESENTATIVE**

### **POSITION SUMMARY:**

The Customer Service position provides an exciting and challenging opportunity to work in a dynamic and fast-paced Customer Service environment.

The Customer Service Representative will excel in customer service, directly impacting our customers and agents and demonstrating a true commitment to customer service excellence through positive, effective, and diplomatic oral and written communication skills.

The Company is willing to train candidates that meet the education and experience required through on the job training and our fully funded Tuition Reimbursement program. A candidate for this position should be comfortable using virtual meeting applications for the purposes of training, coaching, and mentoring from the department manager.

Training for this role will be onsite. There is an option for a hybrid work schedule, with in-office days on Tuesdays & Thursdays, when the training period concludes.

### **CUSTOMER SERVICE ACCOUNTABILITIES:**

#### **Communication:**

- Communicates over the telephone in a courteous and pleasant manner, projecting confidence with a positive tone.
- Ability to defuse negative situations with professionalism and maturity

#### **Job Knowledge:**

- Able to thrive in a fast-paced learning environment and will quickly gain knowledge of company billing, claims, and underwriting procedures
- Researches and analyzes billing, claims, and underwriting issues.
- Resolves problems that require judgment based on company guidelines and philosophies in a timely manner.
- Identifies trends and reports items to appropriate management.
- Applies knowledge of company processes to explain requirements to callers.
- Initiates account changes and corrections based on customer requests.

#### **Other Responsibilities:**

- Excellent problem solving skills and the ability to resolve issues without escalation

### **EDUCATION & EXPERIENCE:**

- Desired candidates will have 4 year work related Degree preferred.

- Prior work experience in customer service is preferred