

TITLE: CUSTOMER SERVICE REPRESENTATIVE

General: The Customer Service Representative must be knowledgeable of all equipment and supplies provided by Home Medical and uphold it's standard for excellence. Responsible for competently and efficiently performing all tasks relative to the order intake process in a friendly, professional manner. Responsible for knowledge of third party reimbursement issues.

Responsible

To: Manager

Qualifications

Physical:

1. In an average 8 hour day the employee lifts/carries up to 65 pounds frequently.
2. In an average 8 hour day the employee stands/walks 2 hours.
3. In an average 8 hour day the employee sits 6 hours. (These hours include up to 6 hours of data entry/phone work.)
4. In an average 8 hour day the employee drives 0 hour.
5. The employee lifts/carries up to 85 lbs. maximum.
6. Must be clean & neat in personal appearance.

Education:

1. High school diploma or G.E.D. equivalent preferred.

Experience/Knowledge/Personality:

1. Able to function as a polite and cooperative team member with a positive attitude.
2. Good computer skills preferred.
3. Good oral and written communication skills.
4. Must be detail oriented.
5. Able to work independently with minimal supervision.
6. Able to handle multiple tasks with numerous interruptions.
7. People sensitive personality with a desire to help others.
8. Able to maintain confidentiality.

On Call:

1. Periodically available for non-office hours.
2. Willing to be trained in pertinent area of equipment/supplies.
3. Available for home/office visits.
4. Good driving record.

Responsibilities
and Duties:

1. Balance till daily and assist with bank deposit preparation as needed.
2. Answer incoming phone calls, take customer orders and key order into computer as appropriate.
3. Maintain open communications and confidentiality with customers and referral sources.
4. Responds to customer questions and concerns.
5. Assist walk-in customers with retail sales and orders and be knowledgeable of supplies, prices and reimbursement.
6. Obtain insurance information and verify according to company guidelines.
7. Prepare appropriate documentation for billing e.g. history of CMN's/waiver.
8. Key all documentation into the computer, verify all information for completeness and accuracy.
9. Be familiar with order confirmation process and provide back-up as needed.
10. Assist in maintaining inventory and presenting a well organized retail area.
11. On-call per company policy
12. Responsible for attendance at in store inservices and to attend other inservices per company or managers request.
13. Performs other duties as deemed appropriate by management.