

Customer Service Representative Job Description

Serves clients by providing billing and service information. Assists office staff in completing new business files, processing in a timely manner.

Duties:

- Welcomes clients by greeting them, in person or on the telephone; answering or referring inquiries.
- Maintains office and work area neat.
- Prepares new business files by collecting client information.
- Processes files by faxing and/or emailing photos to insurance carriers.
- Provides information by answering billing questions and requests.
- Maintains all files in an orderly manner.
- Courteously calls on pending payment cancellations and confirms pending appointments.
- Calls clients to remind them of missing documents for our files.
- Attracts potential clients by answering service questions; suggesting information about other products and services.

Skills:

- Customer Service
- Positive attitude
- Telephone skills
- Verbal Communication
- Bilingual Spanish Preferred
- Problem Solving
- Organized
- Professional
- Heavy phones
- Multi-tasking
- Microsoft Office
- Email
- Fax Machine
- Copy Machine