



Customer Service Representative Job Description

Role and Responsibilities

Job Responsibilities:

- Responsible for getting the Members information (Name, address, phone numbers, times of appointment, destination address), etc.
- Responsible for calling Members the day before appointment, letting them know the driver will be there within an hour and half of their appointment.
- Responsible for taking calls from Doctors' offices, Pharmacists and Members on a regularly basis.
- Responsible for making sure all Members are updating information as they call in for assistance.
- Responsible for properly coding Members' disabilities and properly coding their needs such as (walkers, crutches, wheelchairs, white cane), etc.
- Responsible for maintaining a positive attitude throughout the day. If feeling overwhelmed, let supervisor know you need to take a break.
- Responsible for maintaining Members' records by updating account information.
- Responsible for resolving any emerging problems that our Members might face with accuracy and efficiency.
- Effectively manage large amounts of incoming calls.
- Keep records of customer interactions, process customer accounts and file documents.
- Follow communication procedures, guidelines and policies.
- Responsible for working closely with Dispatcher on a daily basis.

Skills and Qualifications:

- Customer Service, Members Knowledge, Quality Focus, Problem Solving, Knowledge of Operation, Documentation Skills, Listening Skills, Phone Skills, Resolving Conflict, Analyzing Information, Multi-tasking
- Customer orientation and ability to adapt/respond to different types of characters.
- Excellent communication and presentation skills.
- Ability to multi-task, prioritize, and manage time effectively.



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All positions will be cross-training in all areas of ILF Transportation.***

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