



Customer Service Representative Job Description

Role and Responsibilities:

As a Customer Service Representative, you will play a crucial role in ensuring a seamless experience for our Members.

Your primary responsibilities will include:

- Collecting and verifying Members' information, including name, address, phone numbers, appointment times, and destination addresses.
- Contacting Members the day before their appointments to inform them that their driver will arrive within an hour and a half.
- Handling incoming calls from Doctors' offices, Pharmacists, and Members, providing assistance and information as needed.
- Ensuring that all Members update their information when seeking assistance to maintain accurate records.
- Accurately coding Members' disabilities and specific needs, such as walkers, crutches, wheelchairs, and white canes.
- Maintaining a positive attitude throughout daily interactions and promptly informing a supervisor if feeling overwhelmed to take necessary breaks.
- Updating and maintaining Members' records to ensure all account information is current.
- Addressing and resolving any issues that arise for Members with accuracy and efficiency.
- Effectively managing a high volume of incoming calls while maintaining quality service.
- Documenting customer interactions, processing accounts, and maintaining organized files for easy access and reference.
- Adhering to established communication procedures, guidelines, and policies to ensure consistency and quality of service.
- Collaborating closely with the Dispatcher on a daily basis to coordinate and streamline operations.

Skills and Qualifications:

- Proficient in various aspects of Customer Service, including Member Knowledge, Quality Focus, Problem Solving, Operational Knowledge, Documentation Skills, Active Listening, Phone Skills, Conflict Resolution, Information Analysis, and Multi-tasking.
- Strong customer orientation with the ability to adapt to diverse personalities and situations.
- Excellent communication and presentation skills, both verbal and written.
- Capable of multitasking, prioritizing tasks, and managing time efficiently in a fast-paced environment.

ILF Transportation utilizes a driver screening program.

ILF Transportation is an equal opportunity employer. All positions will be cross-training in all areas of ILF Transportation.

INSPIRING LIVES FOREVER LLC.

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