

# Medical Customer Service Representative Job Description

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- Responsible for maintaining referral log
- Performs basic inventory duties by monitoring office supplies
- Responsible for collecting co-pays and deductible amounts
- Responsible for preparing and completing CMNs/SOPs for Sales Reps and documents on tracking log in settings where applicable
- Responsible for preparing tickets for routes daily and coordinates timely fulfillment of products and services ordered
- Responsible for [educating](#) referral sources, patients, and employees on qualifications for service and 3rd party billing
- Ensures to provide service for walk-in patients and walk-in equipment requests
- Responsible for providing technical assistance to customers as required
- Ensures questions and concerns are processed and communicated with patients and referral sources both verbally and in writing in a timely manner
- Effectively communicates Service Excellence with location employees
- Ensures to adhere to established guidelines for service delivery, and comply with applicable laws and regulations
- Always maintains a positive and constructive attitude
- Ensures to adhere to and implement all company policies and procedures, including but not limited to clinical programs
- Resolves all customer questions or concerns via multiple media; the phone, email, online chat or social media
- Responsible for maintaining and updating customer information as needed
- Attempts to resolve and de-escalate any issues in a calm manner
- Ensures to escalate calls or challenges to supervisor when necessary and appropriate

- Responds to requests for assistance and/or possible processing of credit card authorizations in a timely manner
- Responsible for tracking call-related information for auditing and reporting purposes
- Ensures to provide feedback reports on call issues related to downtime and/or training issues
- Up-sells the services of the company/organization to customers as necessary
- Exhibits a detail oriented etiquette and friendly attitude at all times when answering telephone calls
- Appropriately schedules patient appointments for consultations, evaluations, treatments, follow-up, or re-evaluation
- Responsible for maintaining and updating patient medical records.