

Job Title Customer Service Representative	Job Code To be completed by H.R.	Effective Date 6/25/04
Job Reports To (Title) Customer Service Manager	FLSA To be completed by H.R.	Non-exempt

Job Title(s) Reporting To This Job and Total # of Subordinates Reporting To This Job.	Department Customer Service
None	

POSITION OVERVIEW

A brief statement describing why the job exists. What is the job paid to accomplish?

Assist all customers (members, providers, payors, etc...) with all inquiries.

RESPONSIBILITIES AND FUNCTIONS

Responds to telephone inquiries related to claims processing, eligibility, and frame/lens orders in a professional manner while displaying empathy toward the caller.

Interprets pricing and benefit rules to ensure accurate responses to calls.

Forwards issues, attaching all necessary documentation, to the appropriate internal departments to ensure resolution and overall customer satisfaction.

Logs all inquiries and/or complaints into the Customer Service Module; updates Customer Service Module with issue resolution notes in a timely manner.

Retrieves and returns department voicemail messages.

Plans and organizes workload to ensure efficient and timely resolution of issues.

Responds to callers with the resolution of issues in a timely manner in accordance with guidelines set by the department.

Follows and supports the guidelines set by the department and organization to ensure overall goals are met.

Maintains minimum department production and quality standards.

Fosters interpersonal relationships, showing empathy and understanding towards all colleagues. Understands own impact on others; interacts effectively with peers and supervisors.

Any other assigned duties as delegated by management.

Level of Education (specify level and major; Example: B.S. in Chemistry) indicate level and description.

High school diploma, general education degree or equivalent				
Professional Certification or License (Example: CPA, CPP, none)				
ABO Certified Optician / Registered Spectacle Lens Dispenser				
Level of Experience (specify type and length; Example: 1-2 years supervisory experience)				
Minimum of one to two years customer service experience preferably in a medical claims processing environment. One to two years experience working in an optometry office as an optician.				
Specific Knowledge, Skills, and Abilities (Example: Familiarity with spreadsheet applications such as Excel and/or Access.				
<p>Working knowledge of CPT, ICD-9 Coding, vision service terminology, and HCFA claim formats</p> <p>Bilingual in English and Spanish and/or other language preferred</p> <p>Working knowledge CMS, DOI, DHS, and DMHC guidelines</p> <p>Ability to interpret pricing and benefit rules</p> <p>PC proficient in a windows environment</p> <p>Excellent communication skills</p> <p>Strong organizational and prioritization skills</p> <p>Able to represent the company in a positive manner</p> <p>Ability to retain composure in stressful situations</p> <p>Ability to identify confidentiality and its requirements (i.e., HIPAA)</p> <p>Strives to be a team player</p> <p>Ability to read with attention to detail</p> <p>Knowledge of standard billing practices</p> <p>Knowledge of vision service delivery</p>				
<p>Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. In table below show the minimal physical and weight requirements for this position by checking the appropriate boxes.</p>				
	NONE	OCCASIONALLY	FREQUENTLY	CONSTANTLY

Stand		X		
Walk		X		
Sit				X
Use hands to finger, handle, or feel			X	
Reach with hands and arms		X		
Climb or balance	X			
Stoop, kneel, crouch, or crawl		X		
Talk or hear				X
Taste or smell	X			
Travel	X			
Weight Lifted or Force Exerted?	NONE	OCCASIONALLY	FREQUENTLY	CONSTANTLY
Up to 10 pounds		X		
Up to 25 pounds	X			
Up to 50 pounds	X			
Up to 100 pounds	X			
More than 100 pounds	X			
WORKING ENVIRONMENT				
Normal office environment. May be subject to temperature variations in the office. Occasional early morning, evening or weekend work. Occasional pressure due to multiple calls or interruptions.				
ADDITIONAL INFORMATION				
Include any other information that will aid in the preparation of an accurate description of this job.				

