



**Job Title: Customer Service Representative    Department: Customer Service/Medicaid**

**Reports To: Customer Service Supervisor    FLSA Status: Non-Exempt**

**Pay Rate: \$20/hour**

**Effective Date: September 2024**

---

**Job Summary:**

The Client Support/Customer Service Specialist will interact with the company's customers/clients by fielding inquiries, complaints, comments, and requests. Offering specialized knowledge of company services and providing a higher level of customer support on a specific product or service. Working in the Company office, this individual should be reliable and efficient when completing the assigned tasks and covering additional duties.

**Job Responsibilities:**

- Ensures that appropriate actions are taken to resolve customers problems and concerns
- Handling high call volume and phone traffic through PBX multi-line phone system (non call center style)
- Answer all incoming telephone calls in a courteous, professional manner
- Enter and confirm all call information onto the database
- Call clients by telephone to verify future scheduled appointments
- Ability to appropriately respond to rapidly changing circumstances of Technology Systems
- Communicates to the supervisor any concerning issues or events that may occur
- Performs other related duties as assigned

**Qualifications:**

- Excellent communication skills including active listening
- Service-oriented and able to resolve customer grievances
- Proficient computer skills with the ability to learn new software
- Knowledge of, or ability to learn, product, service, or area of customer service specialization

**Education/Experience:**

- Must have high school diploma or equivalent
- Customer service experience required

**Physical Requirements:**

- Prolonged periods sitting at a desk and working on a computer
- Must be able to lift up to 15 pounds at times.

**Benefits:**

- Health / Dental / Vision Insurance
- 401(k) with Company Match
- Paid Time Off / Paid Sick Leave
- Holiday Pay