

CAROLINA'S HOME MEDICAL EQUIPMENT, INC

Job Description

Customer Service Representative I

Description of Responsibilities

The Customer Service Representative is responsible for directing, coordinating, and managing all clients referred to the company for equipment care. The Customer Service Representative is responsible for ensuring all client orders are distributed to the appropriate individual for action.

Reporting Relationship

Customer Service Manager

Scope of Supervision

None

Responsibilities

1. Walk in sales
2. Answering phones
3. Process Webscan documents
4. Patient information packets.
5. Sales packets
6. PAP packets.
7. Process Medsage PAP supply order requests
8. Follow-up on CMNs/Confirmation of orders
9. Print drop ship confirmations
10. Maintain showroom floor inventory
11. Maintain cleanliness of showroom and products
12. Maintain item pricing
13. Restock copiers/printers
14. Monitor date stamp for clarity
15. Follow up on Medicare pre pay and redetermination audits to ensure receipt at Medicare office

16. Monitor items ready for pick up by customers (hold bin)
17. Enter patients into Brightree
18. Learn Medicare LCD's
19. Forwards client complaints to Customer Service Manager
20. Participates in surveys made by authorized governmental agencies
21. Participate in continuing education programs.
22. Participate in PI Plan as appropriate.
23. Other duties as assigned.

Minimum Qualifications

1. High school graduate or equivalent
2. Demonstrate strong communication skills, to include coordinating, directing and monitoring of programs and processes
3. Ability to recognize and direct information to the appropriate health care provider.
4. Have good computer skills.

Physical Demands for the job

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.

1. The employee is regularly required to stand, walk, and sit, as well as talk and hear.
2. The employee is required to use hands to operate vehicle and office equipment.
3. The employee must occasionally lift and/or move up to 20 pounds.

Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and the ability to adjust focus.

I understand and agree to comply with this job description.

Employee Signature:

Date:

Supervisor Signature:

Date:

Revised: 4/30/12, 8/7/13