

Job Title/Position: *Customer Care Representative*

Reports To: *Director of Strategic Initiatives*

JOB DESCRIPTION SUMMARY

A Customer Care Representative combines excellent customer service and communication skills, with the ability to work both independently and as a part of a team. The Customer Care Representative's main responsibility is to ensure that the quality of patient care meets Custom Home Health's high standards.

ESSENTIAL JOB FUNCTIONS/RESPONSIBILITIES

1. Call Custom Home Health patient's ensuring quality of patient care is being met.
2. Utilize computer software to pull reports and track necessary patient information.
3. Triage patient concerns with a sense of urgency to direct report.
4. Work as part of a team with both sales and clinical management.
5. Strong sense of compassion and empathy for patients as well as family members.
6. Understand Custom Home Health culture and basic healthcare industry knowledge.

The above statements are intended to be a representative summary of the major duties and responsibilities performed by incumbents of this job. The incumbents may be requested to perform job-related tasks other than those stated in this description.

POSITION QUALIFICATIONS

1. High School graduate; some college preferred
2. Microsoft Office proficient.
3. Exceptional organizational and multi-tasking skills.
4. Excellent telephone and customer service skills.
5. Minimum 1 year of outbound/inbound calling experience in a call center, medical office/clinic or institutional setting.
6. Ability to convey a positive and professional image to customers and employees.
7. Maintain composure in high pressure situations.
8. Capable of following an issue through to its conclusion.
9. Home care/healthcare background.
10. Strong work ethic.

- 11. Time management skills required.
- 12. Demonstrates patience, flexibility, and a cooperative attitude.
- 13. Must be empathetic, non-judgmental, tactful, responsible and organized.
- 14. Must understand the team approach and be a supportive team member.

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.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee regularly is required to stand, walk, sit, use hand to finger, handle or feel objects, tools, or controls; and reach with hands and arms.

The employee frequently lifts and/or moves up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Employee Signature

Date