

Customer Service Representative

SM&PT

JOB TITLE: Customer Service Representative

DEPARTMENT: Front Office Staff

SM&PT is a locally owned physical therapy company.

GENERAL JOB DESCRIPTION

Our customer service Representatives are our first contact point to new or previously existing clients. They are also our first point of contact to medical offices and others that refer clients to us for physical therapy services. Our customer service Representatives are responsible for initiating the Customer Life Cycle for physical therapy services at SM&PT by providing our clients and medical offices with information about our services, scheduling physical therapy services for our clients and working with medical offices and insurance companies prior to, during and after the completion of physical therapy.

MAJOR DUTIES / RESPONSIBILITIES

Answer Phone Calls

Verify Insurance Benefits

Schedule Clients and Manage their appointments

Team Work with Physical Therapists to coordinate client appointments for duration of treatment plan

Team Work with Physical Therapists to ensure compliance with various insurance needs for each client

MINOR DUTIES / RESPONSIBILITIES

Supply orders

Daily Housekeeping of front office and clinic

QUALIFICATIONS

Education: High School Diploma

Experience: Medical office experience a +

Insurance Experience a +

Sales / Customer Service experience a +

Key Competencies: Phone Skills, Professional Dress, Computer Skills