

JOB DESCRIPTION

Updated 10.22.2015



Job Title: Customer Service Representative

Status: Non-Exempt

About The Company

Bennett Medical Services is one of the area's largest family-owned and operated home medical equipment companies. You'll find that working for us isn't like working for a national company – our family takes pride in the service we offer the community, and our mission is to support the right of every patient and employee to be treated with dignity and respect.

For over 20 years we've maintained our commitment to superior patient care, and we are excited to be offering this position to people who share our dedication. To learn more, please visit our website at www.bennettmedical.com.

Job Overview

Our Customer Service Representatives are the face of the company to our patients. They are constantly helping people, answering their questions and counseling them through issues with equipment and accounts.

They are patient advocates. They are the helpful face or voice that our patients need when they are trying to deal with complicated new physical restrictions or medical needs. More than anyone else, they make the difference between our patients having a good or a bad experience with our company.

Customer Service Representatives are responsible for every communication that we have with our patients. They schedule appointments and deliveries, greet patients when they come to the office, and answer calls when the patients have a question about their therapy.

Essential Functions

- Represents the Bennett Medical family and brand with professionalism at all times
- Schedules deliveries with patient and collects payments when necessary
- Answers patients' questions and troubleshoot their issues over the phone, or in person with courtesy and understanding
- Services walk-in patients, referring to patient care staff as needed
- Works well with the team to undertake special projects as needed
- Performs other duties as assigned by management

Qualifications (Education, Training and Experience)

- High school graduate required, some college preferred
- Customer service experience preferred
- Medical industry experience a plus
- Outstanding communication skills, both verbally and in writing
- Patient-oriented attitude, empathetic, and has a genuine desire to help others
- Proficiency with computers, email, MS Office required

A standard background check and pre-employment drug screen is conducted on applicants for this position.

Physical Demands and Environment

- Light work with infrequent lifting of up to 15 pounds of force to lift, push or pull
- Walking throughout the day, with maximum sustained duration of up 30 minutes on tile, carpet and other surfaces
- Frequent standing, with sustained periods of up to 2 hour on tile, carpet, and other surfaces
- Frequent sitting, with sustained periods of up to 3 hour, and frequent reaching with arms at low, waist, and high levels
- Frequent grasping of both hands for transfers and repositioning, requiring normal grip strength based on national averages
- Frequent stooping, bending, and twisting are required for presentations
- Ordinary hearing and speaking skills