



**Customer Care Representative  
JOB DESCRIPTION**

<b>Effective Date:</b> 11/14/2023	<b>Original Date:</b>	<b>Originator:</b>	<b>Department:</b> Production	<b>Page</b> 1 of 1
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**POSITION SUMMARY:**

Provides support to the client services department by conducting customer service calls with new and existing customers and other duties as assigned.

**KEY DUTIES & RESPONSIBILITIES:**

- Promptly and accurately make customer service calls to existing customers in order to assess satisfaction level with PAL.
- Provide information to existing customers regarding PAL services and products and/or gain information for sales team.
- Promptly and accurately make customer service calls to new customers to gather market research information.
- Promptly follows up with any customer requests, concerns or feedback received from current and potential customers.
- Accurately enters recap of conversation with new and existing customers into the CRM for tracking purposes.
- Assist in customer care backlog
- Provide feedback regarding ongoing issues
- Proactively assist in resolving client issues
- Provides back-up to other staff, as requested.
- Other duties as assigned by Business Development Manager.

**MINIMUM REQUIREMENTS:**

- High School Diploma required
- Some college courses preferred
- Must have a minimum of 3 years' experience in customer service position- required
- Medical Background and some knowledge of medical terminology – preferred
- Experience in podiatric and / or lower extremity care – preferred
- Must be computer literate, including Microsoft office, Windows, Excel applications

**ESSENTIAL SKILLS AND ABILITIES:**

- Organizational skills
- High energy, motivated, self-directed
- High attention to detail
- Team based problem solver
- Strong communication and listening skills
- Must be able to work independent of daily supervision
- Capable of listening to customers and meeting their needs as well as the needs of the organization
- Must be physically able to sit on telephone and in front of computer for long periods of time

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

**Signatures**

This job description has been approved by all levels of management:  
Manager\_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee\_\_\_\_\_ Date\_\_\_\_\_