



**Customer Care Representative  
JOB DESCRIPTION**

<b>Effective Date:</b> 7/16/2021	<b>Original Date:</b>	<b>Originator:</b> HR	<b>Department:</b> Production	<b>Page</b> 1 of 2
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**Position Title: Customer Care Representative**

**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 \_\_\_\_\_

HR \_\_\_\_\_

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



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