

 Oroville Hospital Job Description for Customer Service Representative	Department:	Business Office
	Dept. #:	8530
	Last Reviewed:	05/08; 08/12
	Last Updated:	

Reports To

Director of Patient Financial Services

Job Summary

The Customer Service Representative is responsible for assisting patients or their representatives at the counter or on the telephone in obtaining information concerning their accounts

Duties

1. Research and corrects accounts when errors are found
2. Obtains records and researches/utilizes all information received that will expedite payment of account
3. Assists in upfront collection efforts when necessary
4. Prepare refunds
5. Assists in personnel training

Qualifications

1. High School graduate with a background in the clerical field preferred
2. Must have ability to perform bookkeeping and accounting functions such as posting account information and verifying accuracy of accounts
3. Ability to use ten key calculator
4. Must be able to operate business office computer
5. Must have the ability to plan, implement and complete a full cycle of activities
6. Must be able to organize work and schedule time allotted to achieve maximum productivity
7. Must be able to converse informatively and tactfully with patients and maintain a friendly and helpful manner when dealing with the public
8. Must be able to work harmoniously with a variety of people in stressful situations
9. Must be able to willingly accept added tasks and responsibilities
10. Must be flexible and willing to accept changes in work assignments

Lifting Requirements

Sedentary-generally not lifting not more then 10 lbs maximum and occasionally lifting and/or carrying such articles as ledgers, files and small items