

## Customer Service/Order Intake Rep

Position: Full-time

Office location: Bridgeville, PA

Hours: Monday through Friday 8:30am to 5:00 pm

### Responsibilities:

1. Taking incoming delivery, pickup, service and exchange orders for rental equipment
2. Entering and managing orders in database; printing service tickets and reports; researching information concerning patients and services
3. Home health care DME coding, pre-authorization and billing
4. Prioritizing and dispatching orders to service technicians
5. Resolving customer questions and issues; assisting customers in selection of products; troubleshooting equipment problems over the telephone
6. Filing and other general office responsibilities as needed

### Requirements:

1. Ability to respond promptly and professionally to customer needs
2. Ability to manage multiple tasks
3. Ability to meet commitments and deadlines
4. Ability to work both independently and as a team member to ensure customer satisfaction
5. Ability to handle difficult customer relations and escalate to appropriate staff
6. Provide back-up support to other members of administration and operations when necessary
7. Previous home health care DME billing experience
8. Previous customer service experience in a health care environment
9. Proficiency in Microsoft Word, Excel, and Outlook; Access or other database software experience is required