

Customer Advocate Job description

Full-time **Union**

11am-7pm

Summary:

General Vision Services is seeking to fill a position in the Customer Advocacy Department.

Job Responsibilities:

- Answer calls timely and professionally in a Healthcare Call Center
- Schedule appointment for customers/clients
- Respond to customer inquiries
- Handle and resolve customer complaints
- Produce weekly reports
- Other tasks as assigned by Manager

Job Requirements

- College Degree Preferred
- Optical experience and/or insurance knowledge a plus
- Strong written and verbal communication
- Strong time management and organizational skills
- Strong typing skills
- Ability to actively listen
- Self-starter, multi-tasker with strong attention to detail required
- Proficient in Microsoft Word and Excel