

GENERAL VISION SERVICES

POSITION: CUSTOMER ADVOCATE

DEPARTMENT: PROVIDER RELATIONS

REPORTS TO: MAUREEN FLAHERTY

SUPERVISES: NO

FLSA STATUS: NON-EXEMPT

FT/PT: FULL-TIME

UNION: UNION

SUMMARY:

We are seeking a Customer Advocate for the Provider Relations department. The successful candidate will be required to fulfill the essential duties and have the required qualifications and skills in order to be considered for the position.

ESSENTIAL DUTIES:

- 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

QUALIFICATIONS:

- College Degree Preferred
- Optical experience and/or insurance knowledge a plus
- Strong written and verbal communication skills
- 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