

**JOB ANNOUNCEMENT**

**Posting Date:** 05/23/2017  
**Position:** Customer Service Representative  
**Supervisor:** Manager of Client Services  
**Location:** Nashville, TN

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**Job Summary:**

To answer and resolve customer service inquiries as well as working on non-technical claims and adjustments.

**Primary Job Responsibilities:**

1. Answers incoming calls relating to inquiries regarding, but not limited to benefits, claim status, provider information, and eligibility information in a professional, courteous manner.
2. Determines what inquiries are to be forwarded and/or transferred for more detailed research and assistance.
3. Performs routine calls related to adjustments as needed to alleviate the need to transfer requests.
4. Initiates directory; ID card; EOB copy requests; and claim form requests.
5. Initiates refund requests when a refund due is identified during the course of normal Client Services duties.
6. Monitors Client Services general mailbox and return any calls as assigned by the Client Services Manager or Supervisor.
7. Works routine claims in non-technical mailboxes as assigned.
8. Provides resolution and follow-up for routine Returned Information requests.
9. Perform other related assigned duties as necessary to complete the Primary Responsibilities as described above.

**Minimum Qualifications:**

- Position requires a high school diploma and one year dental office experience; or one year claims processing experience. Will accept any suitable combination of education, training, or experience.
- Position requires strong customer service skills; problem resolution skills; accurate data entry skills; and strong analytical aptitude.
- Employees are to adhere to department and corporate policies and procedures, serve internal and external customers and support the goal of other departments and the company.

**Disclaimer**

*Employees are to adhere to department and corporate policies and procedures, serve internal and external customers and support the goal of other departments and the company.*

*This description is intended to indicate the general responsibilities and level of work difficulty that will be required of positions given this title, and should not be construed as declaring what the specific duties and responsibilities of any particular position should be. It is not intended to limit or in anyway modify the right of management to assign, direct and control the work of employees under their supervision. The use of a particular expression or illustration describing responsibilities shall not be held to exclude other responsibilities that are of similar kinds or levels of difficulty.*

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