



<https://healthpointe.net/job/client-service-rep-job/>

## Client Service Representative

### Description

#### JOB SUMMARY:

Provides customer service support and maintenance for existing accounts, capturing new accounts, and ensuring the best possible service is given to our clients.

#### SCOPE:

Approximately 40% of the work will be done in the office, the remainder is field work. A basic understanding of the healthcare industry is required.

#### Responsibilities

- \* Develop new business opportunities through field work and sales networking
- \* Perform proactive telephone and field calls to established/assigned accounts including: reviewing employer account. Reviewing level of client satisfaction with center performance and staff services, inventorying employer supplies (authorization forms, wall posters, trinkets)
- \* Insures client protocols are kept current and accurate.
- \* Conduct lunch meetings
- \* Handle quality control issues in a timely response and a professional manner.
- \* Report problems and client feedback to upper management for follow up and resolution.
- \* Presenting our clinic to existing and prospective clients with tours and presentations of our services.
- \* Participate in quarterly sales meetings, special functions, and other company events.
- \* Converting previous customers to active accounts by overcoming objections.
- \* Maintenance calls to prospective accounts acquired through field work and sales networking.
- \* Meet specific objectivities & goals regarding client contact (maintenance calls as well as calls to prospective clients).
- \* Perform account maintenance by visiting and maintaining good communication with new and existing clients.
- \* Create personal client objectives and provide accountability to upper management on a weekly and monthly basis.

### Hiring organization

Healthpointe

### Employment Type

Full Time, Part Time

### Industry

Healthcare

### Job Location

La Mirada / Irwindale

### Date posted

April 14, 2021

\* Maintain knowledge of all company programs, services and resources available to clients.

\* Maintain an inventory of current marketing supplies and materials

### **Qualifications**

***Experience: 2 or 4 year college degree or equivalent experience in a health related field***

\* Previous Customer Service/Sales experience

\* Must have a professional appearance and above average interpersonal skills

\* Excellent verbal and written communication skills.

\* Possess strong negotiating and customer service skills.

\* Ability to use Computer applications such as Word, Excel.

\* Reliable vehicle with a valid drivers license and current insurance.

### **Job Benefits**

We provide competitive benefits;

- Competitive compensation based on skills and experience
- Excellent medical/dental and vision coverage
- Flexible Benefits – choose what you like, ignore the rest
- Sick time
- Holiday pay
- Vacation time

### **Contacts**

If you are interested in this position, please apply today!