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

Client Service Representative

Hiring organization
Healthpointe

Employment Type
Full Time, Part Time

Industry
Healthcare

Job Location
La Mirada / Irwindale

Date posted
April 14, 2021

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.

* 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!