



Family Vision

JOB DESCRIPTION

Position Title: Customer Service Representative

Employment, FLSA Status: Full Time, Non-Exempt

Last Update: December 2019

Department: Front Desk/Patient Coordinator

Team Leader Title: Practice Administrator

FAMILY VISION SUMMARY

Family Vision provides excellent service to our customers by exceeding their expectations while providing an open, honest, and fun environment for all Associates. While our customer needs are always our first priority, our Associates are just as important. Creating happy Associates creates happy and long-lasting customers. We take pride in the high caliber of our staff members, and trust you will find your employment challenging, enjoyable and rewarding. Our aim toward our customers is to project a professional image that is both confident and enthusiastic. We care about our company and the great people who work with us. Our key to success is empowering our Associates to add value and provide timely and accurate service to exceed our customer's expectations.

QUALIFICATIONS/ABILITIES:

- High School Diploma or the equivalent in relevant work experience is required.
- Directly related customer service experience is preferred.
- Product and market knowledge as well as data base experience is a plus.
- Exhibit a true team player attitude; personable, professional, with a high level of integrity.
- Effectively manage several tasks at once. Must be flexible and work well under pressure and easily adapt to change.
- Utilize strong written and verbal communications, along with a positive attitude and a strong work ethic.
- Resolve conflict in a professional manner by employing problem solving skills.
- Maintain high levels of personal accountability; and take responsibility for your own actions.
- Display confidence and strive for high levels of accomplishment.
- Listen, analyze, think quickly and logically ensure expedient response to customer inquiries.
- Develop accurate documentation and Phone Skills.

Compensation and Benefits

Great work environment
Growth opportunities
A company with great character
Complete training and leadership for success
Health and Medical Benefits

RESPONSIBILITIES – HOW THIS POSITION SUPPORTS THE VISION include the following, but are not limited to:

- Answer phones and route calls to specific people.
- Appointment scheduling and triage for a busy 4 location optometric practice.
- Maintain customer records by updating account information.
- Resolve product or service problems by clarifying customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Take payment information and other pertinent information such as addresses and phone numbers.
- Answer questions regarding warranties or terms of sale.
- Learn product promotions and educate customers as necessary.
- Act as a company gatekeeper.
- Verify and process contact lens orders through electronic health records (EHR).
- Assist in any task requested by either the direct team leader or any person in management.
- Aid in the efforts of maintaining a lean work environment.
- Work as a team with all functional work areas.
- Provide back-up support to other group members in the performance of job duties as required.
- Adhere to all corporate policies, guidelines and statutory requirements and recommends to senior management adoption and/or changes to policies and guidelines to reflect circumstances within the customer service area.

INDICATORS OF PERFORMANCE

- Timely communications.
- Accurate reporting and administrative clerical tasks.
- Harmony within each functional team.
- Positive perception of support from internal and external customers.

PERSONAL IMPROVEMENT

Family Vision will provide resources and support, relevant to the position, for education and training as needed. It is the Associate's responsibility to seek approval, schedule and participate in education and/or training that will prepare him/her for present and future needs. A post training recap may be required.

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