



## ***ZIKS JOB POSTING***

### ***Ziks Family Pharmacy & Home Medical Equipment***

#### ***Position: Customer Service Representative (CSR)***

##### **JOB SUMMARY**

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The CSR interacts with clients, family members, referral sources, outside agencies, and company personnel to facilitate the smooth flow and documentation of information during the intake, service, and discharge/transfer phases of client service operations.

##### **DUTIES AND RESPONSIBILITIES**

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1. Assist callers and walk-in customers with recommendations for appropriate supplies and equipment which can be utilized to meet their needs.
2. Assist in resolving client equipment problems when appropriate.
3. Answering telephones, interacting with the patients and receiving orders from referral sources also tracking new referrals.
4. Comply with company policies and assist with quality improvement data and quality program to meet Company and accreditation standards.
5. Acquire working knowledge of HME products and services offered by the Company and applicable insurance coverage criteria for reimbursement.
6. Monitor and record patient, physician and referral source communications.
7. .
8. Assist callers and walk-in customers with recommendations for appropriate supplies and equipment which can be utilized to meet their needs.
9. Acquire CMN's from the physicians when necessary.
10. Prepare all paperwork for billing process.
11. Participate in Company Performance Improvement activities as required.
12. Other duties as assigned by supervisor.

##### **MINIMUM QUALIFICATIONS**

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1. High school graduate or equivalent
2. Ability to file, perform accounting functions, maintain records, understanding of reimbursement requirements, good typing and telemarketing skills.