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|  | **JOB AND ROLE DESCRIPTION** |

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| **Position name** | **Customer Service Representative** | **Company** | Scripta Insights |
| **Job purpose** | A customer service representative, or CSR, will act as a liaison, provide product/services information, and resolve any challenges or questions that our customers might face with accuracy and efficiency.  The best CSRs are genuinely excited to help customers. They’re patient, empathetic, and passionately communicative. They love to talk. Customer service representatives can put themselves in their customers’ shoes and advocate for them when necessary. They help gather and share customer feedback. Problem-solving also comes naturally to customer care specialists. They are confident at troubleshooting and investigate if they don’t have enough information to resolve customer complaints.  Our goal is a CSR that ensures excellent service standards, responds efficiently to customer inquiries, and maintains high customer satisfaction. | | |

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| **REQUIRED QUALIFICATIONS** | |
| **Education** | |
| -College Diploma  -Administrative management careers, or a Degree in Communications, or related fields. | |
| **Training or Expertise** | |
| High English level (Well spoken, well written) **minimal accent Speaking.**  Strong Microsoft Office skills | |
| **Experience** | * +2 years of Proven experience working as Customer Service Representative for USA -based companies * + 2 years of Experience with CRM systems * Desirable customer service experience with IT support, or Apps support. |

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| **JOB FUNCTIONS** |
| Act as a liaison, provide product/services information and resolve any challenges or questions that our customers might face with accuracy and efficiency. |
| Manage incoming calls, chats, and emails from our client’s employees. |
| Make outbound calls to support communication campaigns to our client’s employees.  Identify and assess customers’ needs to ensure there are met or exceeded. |
| Provide accurate, valid, and complete information by using the right methods/tools |
| Meet personal/customer service team efficiency targets |
| Handle customer concerns, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution. |
| Keep accurate records of all customer interactions using our CRM software. |
| Assist with reporting of the departments KPIs and performance metrics. |
| Follow communication procedures, guidelines, and policies. |
| Take the extra mile to engage customers. |
| Always maintain compliance to HIPAA (Health Insurance Portability and Accountability) privacy standards. |
| Assist with administrative tasks as requested on a regular basis especially during non-peak call times. |
| Assist with any other standard business tasks in support of the team as needed on a regular basis |
| Should be able to understand and have a working knowledge of the necessary systems needed to complete the day-to-day job requirements |
| Take all measures to address customer requests/complaints prior to escalating to Team Lead or Supervisor |
| Answers and directs all incoming calls according to established guidelines. Feedback should be accurate and timely to avoid escalations |
| Identify and implement opportunities to enhance a customer’s experience |

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| **REQUIRED SKILLS** |
| Proven customer support experience or experience as a client service representative |
| Highly responsible and self-motivated |
| Disciplined worker who can stay focused and engaged while working from home |
| Strong phone contact handling skills including active listening and patience |
| Familiarity with CRM systems and practices |
| Solid knowledge of Microsoft Office |
| Customer orientation and ability to adapt/respond to different types of characters |
| Excellent communication and presentation skills |
| Ability to multi-task, prioritize, and manage time effectively. |
| Flexible and willing to help as needed in other areas of the business |
| Administrative management careers, or a Degree in Communications, or related fields |
| Excellent Attitude: Diligent and positive attitude, willing to go the extra mile and risks while being a team player and you are resilient in the face of challenges |
| Critical thinker with a strong analytical skillset |
| Creative: Tailoring the right solution for a variety of customer requests |
| Record keeping and data entry |
| Must thrive on change and problem-solving, handles stressful situations calmly, and multitasks |
| Ability to work in a fast-paced environment |

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| **WAGE COMPENSATION** |
| Compensation**: $1,300 (USD) Monthly**  Schedule: Monday to Friday from 9:00 AM – 6:00 PM EST  **However, as an exempt employee, you may be required to work beyond these hours from time to time to fulfill your responsibilities as may be necessary.**  Internet and computer must be covered by the employee |
| **ABOUT THE COMPANY:**  Scripta Insights is a high-growth, venture-backed healthcare IT company on a mission to lower the cost of Rx for employers and their employees. We use sophisticated data analytics to identify savings opportunities making prescription drugs more affordable to our clients, and their employees, helping to improve quality of life and quality of health outcomes.  Scripta’s portfolio of products use data analytics to review pharmacy benefit transactions allowing for better decision making both at the corporate level and at the employee level. We deliver solutions to both the enterprise (the HR department) and the consumer (the employee and their dependents). The result is that self-insured employers, and employees save money on their pharmacy benefits every transaction, every day. |