



Job Title: Client Call Center Associate

Req 1107-21

LOCATION: Valencia, CA

SPECIFIC DUTIES AND RESPONSIBILITIES:

- Develops and maintains excellent client relations with doctors, therapists, patients and field representatives.
- Projects a professional company image through phone interaction. Interacts with other department members, payer sources, referral sources.
- Handles heavy call load by directing calls to inter-department teams or supportive resources.
- Uses sales skills across our business product lines to meet and exceed target revenue goals and acts as a liaison between our clients and the company.
- Acquires, educates, and retains clients by using trained skills and technical expertise, recommending appropriate equipment and its use.
- Demonstrates and secures business by verifying the covered services, optional services of doctor's orders, and the CMA status of the activity on an order.
- Identifies delivery and/or referral issues, providing documentation regarding department issues relating to refusal of services, delivery disputes, service issues, or referral complaints to management.
- Identifies and addresses customer needs using selling techniques.
- Promotes generation of revenue for Bioness scope of services with all client contact.
- Handles inbound calls, using professional and proactive client service skills with call control techniques.
- Answers basic product line questions and routes call to CSR as needed. Turns calls into revenue enhancing opportunities through identifying client's needs.
- Assists the sales team by providing information to patients, doctors and centers as needed.
- Communications with customers by phone or by mail as requested.
- Promotes current marketing campaigns and understands the necessity of Bioness products.
- May perform other duties directed by department manager not outlined in this description.

Accountabilities: (review these, set measurable expectations)

- Maintains a constant flow of phone call activity. To ensure a minimum of 3 rings or no missed calls, and a min. of a call holding time of no more than 1 min as a response time.
- Maintains answer rate above 97%
- Ensures quality lead entry, assignment and compliance to order accuracy. Pending or incomplete leads should not exceed a 48 hour hold from date of lead notification.
- Refill order compliance should be maintained at a 95% accuracy rate. Based on the average daily orders of 40 intakes.
- Coordinates deliveries with distribution, field sales representatives, or regulatory department as needed.
- Completes call logs and reports for department lead or assigned sales representative.
- Builds renewal business and account growth with established customers.

EDUCATIONAL REQUIREMENTS:

High School diploma or equivalent.

EXPERIENCE:

One to three years' experience in customer service in a call center environment. Medical office front desk experience preferred.

KNOWLEDGE, SKILLS AND ABILITIES:

- Excellent telephone etiquette and a background in customer service.
- Good problem solving, and time management skills.
- Ability to handle high call volume.

- Ability to take ownership and initiative to address customer needs.
- Solid data entry skills and knowledge of MS Word, Excel and internet applications.
- Must have good verbal and written communication skills and be able to work in a team environment.
- Personable and outgoing with strong a work ethic.
- Proven ability to maintain a high level of client satisfaction.

WORKING ENVIRONMENT /PHYSICAL DEMANDS:

The work environment characteristics and physical demands are representative of those an employee encounters while performing the essential functions of this Position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must be able to use a computer (hand, eye, finger dexterity) and may be seated at least 75% of time. While performing the duties of this job, the employee is regularly required to talk, hear and input data into a computer. Ability to use a headset and operate a telephone, as the majority of the time will be spent on the telephone.

Contact: [Submit resume to careers@bioness.com](mailto:careers@bioness.com).

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