

# **Primary Care Associates of California Medical Group (PCAC IPA)**

## **Customer Service Representative**

### **Job summary**

Assists in activities related to the direct interaction with contracted physician offices, taking in-bound and making out-bound calls as the position requires. Ensures that timely and effective customer service expectations are met and/or exceeded at all times. Works toward and assists in the achievement of individual, team and department goals. This requires regular consultative contact with every contracted physician office in a designated territory to build rapport, generate new patient membership, maintain existing patient membership, and service existing contracted physician offices.

### **Essential Responsibilities & Accountabilities:**

- Develop and maintain physician specialist panels to increase and retain membership, promote brand, and service physician offices in a specific territory as defined by Director of Operations, this requires face to face consultative contact with every physician office.
- Documents all physician office interactions and other pertinent information in applicable databases to provide an accurate record of physician encounter history.
- Works closely with physician offices, other teams, departments and levels of management as needed for problem resolution and/or process improvements to ensure effective and timely service for existing and prospective physicians.
- Required to work in conjunction with the Account Managers designated to the territory; Account Managers acts as territory lead and CSR is to provide support to collective efforts to increase market share and maintain existing membership.
- Maintain professional and consistent communication with designated territory and perform activities as directed.
- Attend all meetings, conventions, seminars, and training programs as instructed.
- Respond in a professional fashion to physician office concerns, executing follow up actions to ensure physician office issues/opportunities are communicated to appropriate departments.

- Maintain accountability for adherence to company and divisional organization policies and procedures.
- Participates in special projects and performs other duties as required.
- CSR is required to make a minimum of 25 physician office visits per week. Every physician office within designated territory is to be visited in a rotational fashion, and visits may be subject to planning in advance under direction of Director of Operations. In addition to the essential duties and responsibilities listed above, all positions are also responsible for:
  - Meeting company standards pertaining to quantity and quality of work performed on an ongoing basis, performing all work related tasks in a manner that is in compliance with all Company policies and procedures currently or to be implemented in the future.
  - Adhering to Company policies, procedures, and directives regarding standards of workplace behavior in completing job duties and assignments.

**Physical Activities:**

This position will be working in an office environment, utilizing typical office equipment. Also works in all areas of designated territory traveling from office to office via personal vehicle. Some travel required.

**Qualifications**

**Experience:**

At least 2 years of prior customer service and/or medical experience required.

**Specialized Knowledge and Skills:**

Desired skills include: customer service and/or medical knowledge, excellent interpersonal skills, attention to detail and project management skills

**Other:**

Valid driver's license required.  
Bachelor's degree preferred.