

# JOB DESCRIPTION

**TITLE:** Customer Service Manager

**FUNCTION:** Under general supervision, is responsible for the distribution of all work related to Customer service. Insures that all customer service staff is informed and updated on company guidelines concerning service and reimbursement issues.

**HAS SUCH DUTIES AS:**

1. Coordinates and distributes work among the Customer Service and Quality Assurance staff. Is responsible for seeing that all work is distributed according to current and standard policies & procedures. Assists in prioritizing tasks related to the above functions.
2. Schedule and provide ongoing training for existing staff as well as new employees. Review all customer service employee's job performance annually.
3. Oversee all aspects of scheduling and tracking of assigned sales representative's clients.
4. Check all aspects of service during confirmation process.

**POSITION REQUIREMENTS:**

1. Previous Customer Service experience necessary.
2. Previous Health Care experience preferred.
3. Supervisory experience preferred.



Customer Service Manager  
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Quantity of Work: 0 1 2 3

- 1) Completes all assigned work during scheduled shift.
- 2) Completes reports in the requested time frame.
- 3) Takes remedial action on any errors encountered in normal operations.
- 4) Prioritizes and organizes work on a daily basis.
- 5) Completes employee orientations within one week and employee evaluations within 30 days of the employees anniversary date.

**Supportive Documentation and Comments:** \_\_\_\_\_ **Total Points:** \_\_\_\_\_

\_\_\_\_\_ **Average:** \_\_\_\_\_

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**Knowledge of Job:** 0 1 2 3

- 1) Demonstrates understanding of Organization processes.
- 2) Understands employee needs.
- 3) Demonstrates employee management skills.
- 4) Demonstrates awareness and understanding of job description and job responsibilities.
- 5) Attends staff meeting and provides input at the same.
- 6) Demonstrates understanding of collaborative work and management.

**Supportive Documentation and Comments:** \_\_\_\_\_ **Total Points:** \_\_\_\_\_

\_\_\_\_\_ **Average:** \_\_\_\_\_

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**Judgment and Decision Making:**

0 1 2 3

- 1) Consults with supervisor when unusual or urgent situations occur. Does not make impulsive decisions.
- 2) Ensures that correct authorizations are obtained prior to initiating action.
- 3) Commends or reprimands employees at appropriate times and does so objectively.
- 4) Is able to make critical decisions if called upon to do so or if a situation necessitates such decisions to be made.

Supportive Documentation and Comments: \_\_\_\_\_ Total Points: \_\_\_\_\_

\_\_\_\_\_ Average: \_\_\_\_\_

**Reliability and Initiative:**

0 1 2 3

- 1) Arrives on time at start of the work day.
- 2) Returns promptly from lunch/breaks.
- 3) Provides proper notification for scheduled absences.
- 4) Follows procedures for reporting tardiness.
- 5) Attends to personal affairs without letting them disrupt work schedule.
- 6) When requested, is willing to work additional hours.
- 7) Recognizes the needs for and performs additional, unassigned tasks.
- 8) Helps coworkers.
- 9) Maintains work area in an orderly manner.

**Safety and Infection Control**

- 1) Is knowledgeable on infection control practices.
- 2) Demonstrates knowledge of safety policies and procedures.
- 3) Completely understands and can describe emergency/disaster procedures (e.g., what to do in the event of a disaster)

Supportive Documentation and Comments: \_\_\_\_\_ Total Points: \_\_\_\_\_

\_\_\_\_\_ Average: \_\_\_\_\_

# PERFORMANCE EVALUATION SUMMARY SHEET

POSITION: \_\_\_\_\_

	QUALITY OF WORK	QUANTITY OF WORK	KNOWLEDGE OF JOB	JUDGMENT & DEC. MAKING	RELIABILITY AND INITIATIVE	OVERALL RATING
# OF POINTS						
# OF STANDARDS						
AVG.						

Developmental Goals & Training needs:

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Employee Comments:

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Supervisor Comments:

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Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_