



## Customer Service Representative

- **Vacancy for:** 1
- **Posted on:** Dec. 13, 2018
- **Deadline:** Dec. 28, 2018, 11:55 p.m.

### Basic Job Information

Job Category : Marketing / Advertising / Customer Service  
Job Level : Mid Level  
Employment Type : Full Time  
Job Location : Kathmandu  
Offered Salary : Negotiable

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### Job Specification

Education Level : Under Graduate (Bachelor)  
Experience Required : More than or equal to 2 years

### Other Specification

- Computer proficiency in Microsoft Office (Word, Excel)
- Good verbal and written communication skills
- Good typing speed with perfect accuracy
- Strong organizational skills and adaptive capacity for rapidly changing priorities and workloads
- Ability to work well independently and maintain focus on a topic for prolonged periods of time
- Comfort in working with team members that are remote and located in the US, India or other geographies
- Strong analytical, critical thinking and problem-solving skills
- Ability to work within a matrix organization

**Note:** Candidates having Prior experience in customer service will be preferable

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### Job Description

#### Purpose of Job:

- The Customer Service Representative position is an entry level position responsible for handling outbound & inbound calls to and from provider offices for verifying member employment, confirming provider address, handling provider queries, requesting medical records etc.
- Under direct supervision, documents relevant facts, information and conclusions drawn to support the work performed so other reviewers

#### Skills & Competencies:

- Computer proficiency in Microsoft Office (Word, Excel)
- Good verbal and written communication skills
- Good typing speed with perfect accuracy
- Strong organizational skills and adaptive capacity for rapidly changing priorities and workloads
- Ability to work well independently and maintain focus on a topic for prolonged periods of time
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- Strong analytical, critical thinking and problem-solving skills
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#### Job Demand:

- Flexibility to travel outside of Nepal based on business need preferred
- Ability to work seated at a computer for long periods of time
- Candidate should be ready to work in different shifts, including night shift

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## Applying Procedure

Apply Link : <https://merojob.com/customer-service-representative-92/>

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