



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

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

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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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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