

# Customer Service Specialist

In order to keep up with growing demand NorCal Respiratory is seeking a dynamic, motivated individual to join the Customer Service Team. This is a full-time position with competitive salary and benefits such as paid vacation, healthcare, quarterly bonuses, 401K and profit-sharing.

## Primary job responsibilities:

- Manage the patient testing and/or delivery of respiratory equipment and supplies to patients.
- Receive inbound phone calls from healthcare providers and patients regarding products and services such as medical equipment or medical testing.
- Receive referrals from medical Providers via phone or fax, entering the patient demographics into the database and processing orders.
- Work with insurance companies to gain pre-authorizations and resolve issues.
- Document thorough and timely documentation of services performed along with complete patient demographics, insurance details and support documentation.

## Attributes of the successful candidate are:

- Working knowledge of Medicare, private insurance, third party billing and patient billing preferred.
- Strong computer skills, especially Microsoft Excel.
- Superior organizational skills, e.g., filing, computer, word processing, etc.
- Ability to think and act independently in order to effectively manage multiple priorities and responsibilities.
- Enthusiastic about learning.
- Excellent written and verbal communication skills.
- Ability to deal pleasantly, patiently and effectively with others, including geriatric patients.
- Detail oriented.
- High school graduate or G.E.D.

If you feel that the position requirements closely describe you and the job responsibilities sound like something you would enjoy and excel, please email your resume and compensation expectations to: [jrehmann@norcalrespiratory.com](mailto:jrehmann@norcalrespiratory.com):