



Client Service Representative

We're Hiring!

We are looking for a motivated individual to work in our EDI Solutions department. This full-time position offers a competitive salary, opportunity for growth in an expanding company, and an extensive benefit package including a 401k plan.

A customer service representative, or CSR, will act as a liaison, provide product/services information and resolve any emerging problems that our customer accounts might face with accuracy and efficiency.

The target is to ensure excellent service standards, respond efficiently to customer inquiries and maintain high customer satisfaction.



Requirements

Education: Bachelor's degree from a four-year college or university; or two years minimum related experience and/or training; or equivalent combination of education and experience.



Duties and Responsibilities

Customer Service

- Effectively communicate with clients and upper management verbally and via email
- Build lasting relationships with clients
- Prioritize tasks
- Multitask in a fast-paced environment
- Accurately document interactions into our CRM system
- Work well in a team environment
- Make independent decisions
- Manage on-boarding of new clients
- Thirst for product knowledge
- Up-sell products and services
- Detail oriented
- Train clients

Technical

- Healthcare Revenue Cycle
- Management (Billing, Denials, Appeals, Underpayments)
- ANSI 5010 familiarity
- ICD-9 & ICD-10 experience
- Insurance/Payer Relationship
- Analyze and Interpret data files



About Us

Etactics was established in June of 1999. Our software company was originally formed to provide Revenue Cycle Management services to healthcare providers.

Today, Etactics serves over 4,000 clients to provide innovative solutions that optimize the accuracy of sensitive documents, increase overall business intelligence, and implement sound compliance policies. Etactics' purpose is to facilitate our clients business and act as a single connection point to all payers.