



## **JOB DESCRIPTION**

Updated 5/16/2018

**Position:** Patient Services Representative (10:30am-7pm)  
**Reports to:** Patient Services Manager

### **Position Summary**

The Patient Service Representative (PSR) supports Tactile Medical patients within a contact center environment through inbound and outbound communication. The Patient Service Representative's main responsibility is to serve as the primary contact for patients regarding the shipment of their device. This individual will have exceptional customer service, empathy and positive influencing skills. Additional tasks include managing order status inquiries, data entry and response to patient completed surveys and processing return orders.

### **Accountabilities & Responsibilities**

- Outreach to patients to process all pending product shipments
- Explain and facilitate completion of appropriate forms for patients that may benefit from the financial assistance program
- Provide order status updates for incoming calls from patients and sales representatives
- Triage patient calls to other departments as appropriate
- Enter and triage Field Experience Reports (FERs) for any service complaints or product issues
- Update and maintain patient files and order information
- Provide input in team meetings, make suggestions for continuous improvement and best practices
- Participate in cross functional efforts internally & with sales representatives to ensure yearly shipment goals are achieved
- Maintain compliance with all appropriate regulatory requirements including HIPAA.
- Perform other duties as assigned by Manager

### **Education & Experience:**

- Bachelor or Associate Degree or equivalent work experience
- Customer service experience required
- Excellent computer skills necessary
- Microsoft Word, Excel and Outlook proficiency required
- No travel expected

### **Knowledge & Skills:**

- Excellent communication and phone skills
- Demonstrated organizational skills
- Able to successfully manage multiple tasks at one time
- Demonstrated ability to manage change effectively
- Results orientated
- Selling experience
- Advanced computer skills

### **Competencies:**

- Change Agent
- Influencing

- Empathy
- Flexible
- Teamwork
- Communication
- Process oriented
- Priority Setting
- Peer Relationships
- Problem Solving

It is the policy of Tactile Medical to provide equal opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, Tactile Medical will provide reasonable accommodations for qualified individuals with disabilities.

**ACKNOWLEDGMENT**

**I have received, reviewed and fully understand the job description for this position. I further understand that I am responsible for the satisfactory execution of the essential functions described above.**

Employee's Printed Name: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_