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***Person-First. Science-Based. World-Class.***

*Dynamic Movement & Recovery (DMR) was created to spread the message of a modern perspective of pain, movement, and recovery that is rooted in science, adheres to world-class standards, and is built around the uniqueness of each individual person.*

*We are also employee-first oriented; we believe in taking care of the employees first which enables them to better care for our clients.*

## Health Care Customer Service Representative

*We are looking for a motivated and empathetic individual to join our fast-paced, growing organization to provide quality customer care ensuring clients are receiving exceptional and individualized patient care.*

### **Customer Service Responsibilities:**

- Ensure client satisfaction and provide professional client support while always maintaining a positive, empathetic, and professional attitude.
- Facilitate clear and concise intercommunication between clients and other members of the care team through various channels: in-person, phone, texting, email, etc.
- Become knowledgeable and able to communicate applicable insurance requirements such as, co-pays, deductibles etc. to clients.
- Experience with collecting payments and cashier operations.
- Provide customer services such as scheduling, check-in, and client communication.
- Open/close office and maintain a clean waiting area for all clients.
- Data entry & management of client information while maintaining client data privacy.

### **Customer Service Requirements:**

- High school diploma, general education degree or equivalent.
- Prior experience as a customer service specialist or equivalent, ideally within a health care setting.
- Ability to stay calm when clients are stressed or unsure.
- Ability to multi-task and prioritize multiple incoming requests or tasks in a stimulating environment.
- Ability to adapt quickly to frequent process changes and improvements.
- Be reliable, engaged, and provide feedback to improve processes and policies.
- Familiar with Microsoft Office, specifically Excel, and comfortable learning other software.

### **Job Details:**

- Full time, salaried position ranging from \$35,360-\$37,440 depending on experience
- 1<sup>st</sup> shift hours: morning to early afternoon (7:30 AM – 4:00 PM)
- Medical, dental & vision coverage
- Unlimited PTO following 90 days of employment

**Email resume to [info@dmrmove.com](mailto:info@dmrmove.com).**