

<b>JOB TITLE</b>	Customer Service Advisor
<b>LOCATION / DEPARTMENT</b>	IPRS Health Head Office, Little Blakenham, IP8 4JU
<b>REPORTS TO</b>	Insurance Team Leader
<b>ACCOUNTABLE TO</b>	Service Delivery Manager
<b>ACCOUNTABLE FOR</b>	None

## MAIN PURPOSE OF THE JOB: (JOB SUMMARY)

To work as part of a team within IPRS Health delivering a first class professional customer service for multiple clients ensuring that all SLA's are met and patient enquiries dealt with within the agreed timeframe. To ensure that claims are processed appropriately and that patients have a seamless process from the moment of claim to completion of treatment.

## KEY TASKS AND RESPONSIBILITIES:

### Main Job Duties:

- + To answer incoming calls from, and make outgoing calls to, clients, patients, solicitors & medical professionals in a timely and courteous manner.
- + To complete outgoing screening calls to patients to signpost them to the most appropriate treatment. (On completion of full training from our in-house Physiotherapy team)
- + Progressing the Musculoskeletal & Psychological referrals
- + To add patient referrals onto our bespoke Patient database ensuring that information is accurately collected and recorded.
- + Management of specialist referrals within our Insurance business including referring patients for Scans & Surgery
- + To learn administrative processes for all IPRS Health contracts and provide support across the teams when required due to sickness, holiday absence and peaks in work.

### General / Additional Duties:

- + To update patient records on the Patient Management System.
- + To perform general administrative duties, as and when required.
- + To ensure that professional behaviour, appearance and attitude are maintained and the organisation's policies and procedures are adhered to.
- + To undertake any other duties compatible with the grading of the post, as required.

### Mandatory IPRS Group Responsibilities

- + To comply with the Corporate Data Protection Policy which covers all aspects of IPRS' business in both electronic data and manual filing system.
- + Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and ensure that agreed safety procedures are carried out to maintain a safe environment for employee, patients and visitors.

## PERSON SPECIFICATION

### Qualifications and Training:

- + GNVQ/NVQ Level 2 qualification or equivalent, or
- + 4 GCSE/O level passes A-C or equivalent, including English and Maths; or
- + A minimum of two years customer service experience (or have successfully completed a course with Contact Centre Professional)

### Experience and Knowledge:

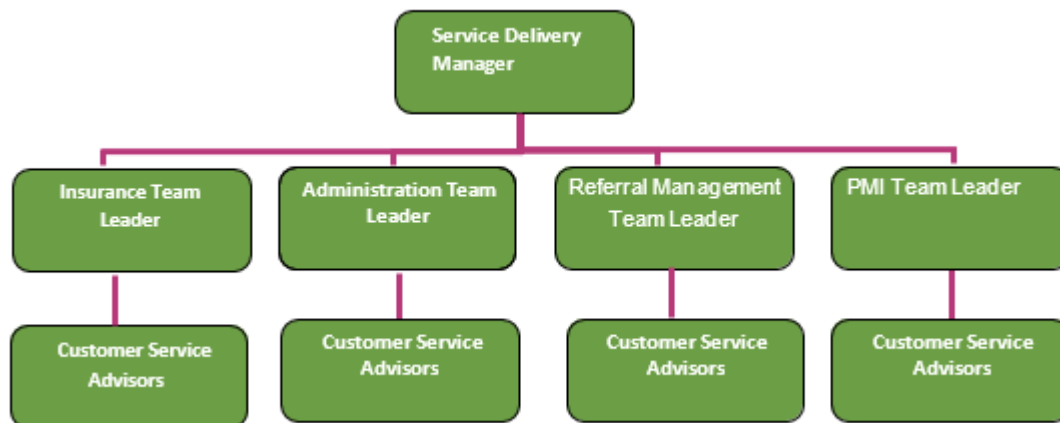
- + Experience of working in a customer service/contact centre environment
- + Experience of dealing with medical professionals and patients
- + Experience of using various Microsoft programmes and databases

### Skills and Abilities:

- + Clear and concise written and spoken communication skills, in particular a friendly telephone manner
- + Attention to detail and the ability to record information accurately
- + Ability to communicate effectively with internal and external customers and provide excellent customer service
- + Ability to prioritise and meet relevant Key Performance Indicators in a demanding environment
- + Ability to work on own initiative with minimal supervision in a proactive manner
- + Team worker who is flexible and has a positive attitude to learning and self-development

**DBS Check Required:** Yes

### Specific Organisational Structure



**Date:** November 2018