VSP® Vision Care

Original Posting Date: 06/10/2013

Division: OG VSPOne San Diego

Location: Vista

Part Time: N/A

Reference #: *51b55ebe-8f05-1120-e100-80000a6e1829*

VSP Labs-Customer Service Representative (LF)/Vista, CA

Description:

Click to apply: https://vspglobal.com/cms/careers.html

General Summary

Under general supervision, respond to moderate/complex telephone inquiries from doctors. Process orders from variety of sources including electronic data.

Essential Functions

Responds to telephone inquiries from doctors and other business partners regarding prescriptions, products and lab processing information.

Research and resolve issues related to orders such as unclear prescriptions or missing information, delays in completion, and unavailable materials. Communicate professionally and effectively with all affected parties including doctors.

Process new and rework prescriptions submitted electronically or in writing in accordance with department standards.

Remains current on all changes to department policy, procedures and product information to accurately and consistently respond to inquiries.

Job Specifications

Typically has the following skills or abilities:

Three years of customer service experience including telephone interaction

One year experience in an optical-related environment (e.g., doctor's office, laboratory)

Effective verbal communication skills to include the ability to comprehend and respond accurately to inquiries both in person and over the telephone

Experience with computer software programs

Ability to meet the department's performance standards

Ability to answer the telephone 90% of the work day

Ability to perform alpha/numeric data entry at 6,000 ksph

Preferred Skills:

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The information above describes the general nature of the position and serves as a summary of the typical job functions, It's not a comprehensive list of all possible job responsibilities, tasks, or duties.

We are proud to be an EOE employer - Minorities/Females/Veteran/Disability. We maintain a drug-free workplace and perform pre-employment substance abuse testing.