

Company Name:_____

Job Title:	Account Specialist
Position Type :	[i.e.: full-time, part-time, contract, other]
Job Description:	
<p>Job Purpose: Serves customers by completing enrollments and conversion mailings; responding to requests; resolving complaints; maintaining quality service.</p> <p>Duties:</p> <ul style="list-style-type: none">• Prepares work to be processed by gathering, sorting, organizing, and recording data, information, and documents.• Completes enrollments by analyzing and auditing documents, tapes, and transmissions; researching and resolving processing problems.• Completes conversion mailings by coordinating requirements; developing plans.• Provides information by collecting, analyzing, and summarizing information; responding to requests.• Resolves complaints by investigating issues and composing responses; referring non-standard complains and potential lawsuits to legal or government affairs departments.• Maintains quality service by monitoring standards; advising supervisor of potential problems.• Prepares reports by collecting and analyzing information.• Updates job knowledge by participating in educational opportunities.• Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments. <p>Skills/Qualifications: Reporting Skills, Thoroughness, Organization, Attention to Detail, Research Skills, Problem Solving, Customer Focus, Quality Focus, Proactive, Dependability, General Math Skills</p> <p>Interested Candidates Should Submit a Completed Resume and Cover Letter to: Contact Name:_____ Email Address:_____ Company Address:_____</p>	
<p>[NOTE: To post your job on www.employment.com, copy this description. You can log in to an existing account or provide your e-mail address if you are a new user. Select the zip code where the job is located, and then paste the job description into the online wizard. Then simply complete the required information and check out.]</p>	