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| Job Title: | Account Specialist |
| Position Type : | [i.e.: full-time, part-time, contract, other] |
| Job Description: | |
| Job Purpose:  Serves customers by completing enrollments and conversion mailings; responding to requests; resolving complaints; maintaining quality service.  Duties:   * 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.   Skills/Qualifications:  Reporting Skills, Thoroughness, Organization, Attention to Detail, Research Skills, Problem Solving, Customer Focus, Quality Focus, Proactive, Dependability, General Math Skills  Interested Candidates Should Submit a Completed Resume and Cover Letter to:  Contact Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Email Address:­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Company Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |
| *[****NOTE:*** *To post your job on www.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, 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.]* | |