

Client Services Representative

NBOME seeks a Customer Services Representative that will provide excellent service to all NBOME constituents. This will include interaction with candidates to provide information in response to inquiries about NBOME products or services and to handle and resolve issues. Representatives are responsible for ensuring that NBOME customers receive an exemplary level of service, and their questions and concerns are addressed to their satisfaction.

LOCATION: CONSHOHOCKEN, PA (HYBRID)

DEPARTMENT: STRATEGY & QUALITY INITIATIVES

Responsibilities:

Interact with customers through a variety of means:

- Telephone, email, fax, or regular mail correspondence to provide information in response to general/routine inquires and requests.
- Provide front desk/office support.
- Handle complaints and resolve issues according to NBOME guidelines.
- Understand and cognizant of all NBOME products and services.
- Respond to email and voicemail in a timely manner.
- Consult with supervisor to determine the best course of action.

Develop solid relationships with colleges of osteopathic medicine (COMs) and verify candidate eligibility:

- Process transcript requests (in both electronic and paper formats)
- Respond to or escalate COM inquires and requests.

Keep records of customer interactions and transactions:

- Record details of inquiries, complaints and comments, as well as action taken.
- Maintain relevant logs and databases.

Other duties as requested by supervisor or senior leadership staff.

Qualifications:

- Associate's degree or equivalent work experience required; Bachelor's degree preferred
- 5 years or more of customer service experience
- Intermediate knowledge of Microsoft Office (Outlook, Word, Excel, PowerPoint)
- Superior written, verbal communication and listening skills
- Strong problem solving skills
- Strong interpersonal skills
- Patience, professional demeanor
- Ability to quickly adjust to shifting priorities and work under pressure

POSITION STATUS: FULL-TIME REGULAR NON-EXEMPT

To Apply:

Please submit a resume summarizing your qualifications to Human Resources by email at HRAdmin@nbome.org. NBOME is an E-Verify participant. The NBOME is an Equal Opportunity Employer that complies with applicable state and local laws governing nondiscrimination in employment in every location in which the organization has facilities.

The NBOME is an EOE organization. Applicants must be **legally eligible to work in the United States**.