



POSITION DESCRIPTION

POSITION TITLE:

Customer Service Specialist

ADVERT TITLE:

Customer Service Specialist

LOCATION:

MALAYSIA

PHILIPPINES

THAILAND

VIETNAM

ASW COMPANY OVERVIEW

ASW is creating the world's most talented international family through hiring and growing talent into long-term careers with Australian companies. ASW is a recruitment and talent specialist, that partners with Australian companies to help them build highly capable international teams. We enable Australian companies to meet their business goals by accessing and retaining premium talent in emerging markets and giving that talent the opportunity to grow, learn, and develop. Together we embed international teams into respected Australian businesses, both functionally and culturally, to deliver enduring and transparent people solutions.

THE OPPORTUNITY

Our partner, a leading American provider of independent medical exams, peer reviews, bill reviews, Medicare compliance, and related services, is hiring for **Customer Service Specialist** to be part of their Philippine team! They are a nationwide provider of record retrieval services and technology for the legal and insurance industries, and for more than 35 years, the team has created innovative technology and processes that enable more efficient record retrieval, online record ordering, and e-summary.

As the Customer Service Specialist, you will report to the US Manager and handle both internal and external customer inquiries. You will proactively contact clients to resolve outstanding issues, build long-term relationships, and guide their orders through various operational processes to completion. Additionally, you will provide ongoing and timely communication updates to both internal and external customers. **This role will support a night shift or US shift (either Central Standard Time or Pacific Standard Time), and full onsite during probation.**

KEY RESPONSIBILITIES

- Respond to client inquiries about order status via email or phone, based on preference and urgency. Log all client issues, contacts, and resolutions.
- Monitor client base to prevent satisfaction concerns or order delays. Communicate delays and reasons to clients, coordinating additional information as needed.
- Ensure written communication clearly explains situations, modifying canned statuses if necessary. Use spell-check before sending emails or status letters.



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- Review cancellations and settled orders for appropriate closing statements before routing to Production.
- Validate work orders from the Retrieval Department before contacting clients, ensuring compliance procedures are followed.
- Handle Special Circumstance Orders (SCOs) with tight deadlines and special instructions.
- Support Account Managers resolve technical issues from clients, and prepare confidential correspondence, reports, and complex documents.
- Coordinate with internal departments to meet Customer Satisfaction expectations and maintain customer accounts by identifying and analyzing needs.
- Perform internet research to locate contact information or offer subpoena options for clients, and monitor Work In Progress for new and sensitive client orders using reporting tools.
- Perform other duties as assigned.

SKILLS, EXPERIENCE & QUALIFICATION

- Bachelor's degree in a related field.
- Prior work experience as a US Customer Service Representative or similar in a medical, legal, or insurance claims office is required.
- Experience in handling high call volume and excellent telephone communication & customer service skills
- Advanced written and verbal English Language; proficient in reading, analyzing, and interpreting correspondence and records; clear and informative writing with strong editing skills.
- Able to respond appropriately and professionally to all inquiries or complaints from customers, regulatory agencies, upper management, and/or members of the business community.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Multi-tasking is essential as well as being able to adapt to changes of work duties.
- Highly self-motivated and directed.

ASW OFFERS

- A diverse, inclusive, and supportive company culture.
- Competitive remuneration.
- Opportunity to collaborate and work with global clients and stakeholders.
- Medical benefits.
- Great Paid Leave entitlements.
- Team outings, travel opportunities, company parties/events, and other exciting activities.
- Exposure to an international environment, working with people across Malaysia, Vietnam, Thailand, the Philippines, and Australia.
- Industry and role-related training.
- Ongoing career opportunities.