**cUSTOMER cARE aSSOCIATE (DELIVERY tECH) Job Description**

**JOB DESCRIPTION**

**Summary/Objective**

The Customer Care Associate (CCA) is responsible for the delivery, set-up, and pick up of DME and respiratory equipment and supplies to home care patients in an assigned geographical area. The CCA is involved in instructing patients on the proper use and care of equipment. The CCA serves as the representative of the company to its customers and must have strong customer service skills. The CCA will communicate customer needs or changes to ensure concerns and relevant information are shared with appropriate staff (e.g. clinical department, AR department, CSR department) in a timely manner.

**Essential Functions**

1. Ensure accurate and safe delivery and set up of home medical equipment.
2. Educate DME patient and or patient caregiver in the use, safety, storage and troubleshooting of any and all DME devices.
3. Provide outstanding customer service during delivery and pickup operations.
4. Assist with the pulling of equipment and supplies from the warehouse as prescribed on the patient/client delivery tickets.
5. Conduct phone calls to schedule delivery and pick-up of durable medical equipment.
6. Work with customers to solve a variety of problems.
7. Return and unload returned rented equipment to the warehouse.
8. Participate in inventory maintenance, including cleaning and disinfecting used equipment.
9. Complete delivery and pick-up paperwork promptly and accurately; turn in and record money collected from deliveries.
10. Become familiar with and comply with regulatory standards.
11. Perform routine preventative maintenance and simple repairs on equipment as required in accordance with company policies.
12. Keep company transport clean on both inside and outside, and keep track of vehicle maintenance records.

**Competencies**

* Discretion.
* Technical Capacity.
* Time Management.
* Thoroughness.
* Customer/Client Focus.

**Supervisory Responsibility**

This position has no supervisory responsibilities.

**Work Environment**

This position routinely works in a warehouse setting, with outdoor exposure during the workday when loading and unloading equipment.   Driving a van to and from customers’ homes for long periods of time can be expected.   This role periodically uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines, and standard warehouse equipment such as box cutters and tape dispensers.

This role also periodically comes into contact with patients who may have contagious illnesses.

**Physical Demands**

While performing the duties of this job, the employee is regularly required to talk and hear. This position is very active and requires standing, walking, bending, kneeling, stooping, crouching, and climbing.  The employee must frequently lift and/or move items up to 75 lbs.

**Position Type and Expected Hours of Work**

This is a full-time position, and hours of work and days are Monday through Friday, 8:00 a.m. to 5 p.m.   Participation in an after-hours on-call rotation is required.

**Travel**

Daily travel to clients in the location’s geographical coverage area.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for their job. Duties, responsibilities, and activities may change at any time with or without notice.

**Job Requirements**

**Required Education and Experience**

1. High School diploma or equivalent required.
2. 1 year of relevant experience, or any equivalent combination of education and experience that demonstrates the ability to do the job.
3. Excellent customer relations, communication and teaching skills.
4. Minimal moving violations and no DUI/DWI convictions in the past 4 years.
5. Delivery and stockroom experience.
6. Computer skills helpful.

**Preferred Education and Experience**

* 2+ years of HME/DME experience.

**Additional Eligibility Qualifications**

None