



- Knowledge of general computer software (Excel, MS Word, and Access a plus).
- Previous customer service, claims adjustment, and/or account management experience.
- Professional and efficient communication skills.
- Cooperative, professional and effective interaction skills with co-workers, company staff and visitors.
- Excellent interpersonal skills.
- Excellent verbal communication skills.
- Ability to prioritize and organize multiple tasks.
- Ability to remain organized with multiple interruptions.
- Good PC Skills.
- Excellent analytical ability.

PHYSICAL AND ENVIRONMENTAL CONDITIONS:

- Ability to communicate in an active office environment.
- Ability to efficiently operate all job-related office equipment.
- Ability to communicate via telephone.
- Ability to sit for 80% or more of an 8-hour workday.
- Ability to read and view computer screen.
- The Provider Services area is located in a wheelchair accessible building.
- The office environment is active with high voice levels and interruptions that may challenge hearing and concentration.

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform this position.

*** In accordance with DentaQuest's Compliance Plan, employee must conduct DQV business in accordance with applicable laws, regulations, professional standards and ethical standards and report potential compliance or ethical issues to manager or DQV's Compliance Officer. ***

DentaQuest's Affirmative Action Program affirms our commitment to make reasonable accommodation to the known physical or mental limitation of otherwise-qualified individuals with disabilities or special disabled veterans, unless the accommodation would impose an undue hardship on the operation of our business. Please see Human Resources for additional information regarding this Program.