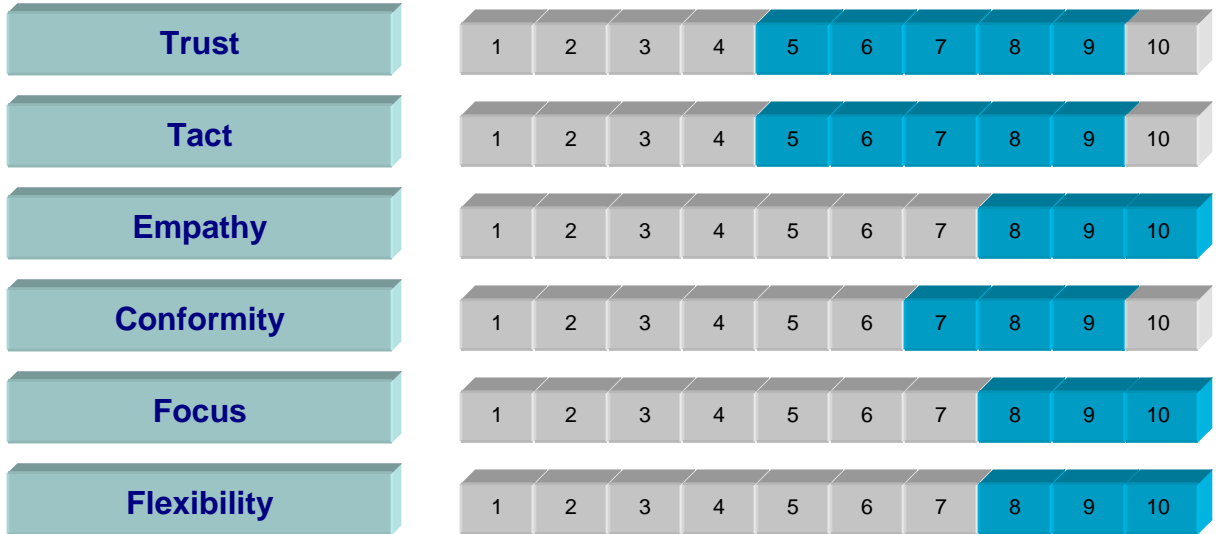


Customer Service Profile – Healthcare Job Pattern Description

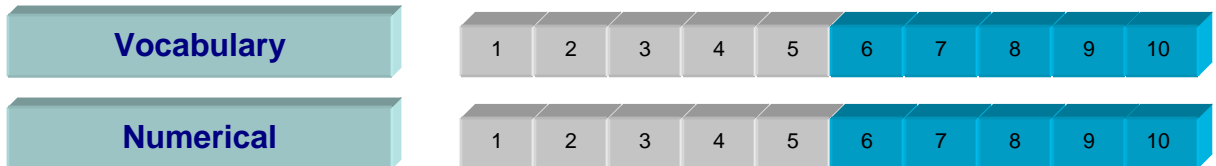
CSR/Intake Coordinator

Creation Date: 8/2/2006 4:06:20 PM

Behavioral Characteristics



Proficiencies



Customer Service Profile – Healthcare Job Pattern Description

The “CSR/Intake Coordinator” position will require:

Candidate Description

| | |
|-------------|---|
| Trust | People who generally believe that customers’ motives are genuinely honorable and worthy of trust. |
| Tact | Individuals who are likely to be concerned that they be regarded as tactful and considerate. |
| Empathy | Those who are kind and compassionate, who may even sacrifice their own interests in an effort to be helpful. |
| Conformity | Individuals who express a view implying that people should abide by the rules and regulations of the organization where they work. People who are strong believers in following the instructions of those in authority. |
| Focus | Those who seldom allow anything to interfere with their current task until completed. |
| Flexibility | Persons who take pleasure in the invention of new ideas, concepts and ways of improving upon how to get things done. |