

## **JOB DESCRIPTION**

**JOB TITLE:** Client Services Representative

**DEPARTMENT:** Administrative

**STATUS:** Non-Exempt / Full-Time

**VERIFIED:** July, 2009

**REPORTS TO:** Administrative Office Coordinator

### **JOB SUMMARY:**

The role of the Client Services Representative is to complete the general administrative and customer service functions and processes of the agency. The Client Services Representative will provide exceptional care and customer service to all individuals and clients that are affiliated with the agency.

### **DUTIES AND RESPONSIBILITIES:**

1. Greet, instruct, and direct patients and visitors entering the building through the Main and the Aquatics entrances and calling in on the phone lines. Actively listen to needs and provide outstanding customer service to all internal and external customers.
2. Register therapy patients, verify insurance coverage/demographics, verify necessary paperwork is accurately completed, schedule/cancel appointments, collect copays, issue receipts, generate billing sheets, and ensure client transportation needs are met.
3. Enter and verify client information in MISYS (Medical Billing/Scheduling software).
4. Use software at Aquatics desk to sell passes, register pool patrons for classes, etc.
5. Assist as needed in preparing for quarterly class registration.
6. Assist as needed in the administrative office functions of the agency. This includes but is not limited to: ordering office supplies, maintaining agency forms, dealing with office equipment issues, issuing purchase orders and/or receiving packages, distribution of mail, processing of outgoing mail, creating Excel/Word/Powerpoint documents, filing, copying, stuffing envelopes, etc.
7. Assist as needed in completing work for other Administrative departments such as Medical Billing, Medical Records, and Accounting.
8. Review procedures and process flows continuously to find better ways to meet customer service demands and to incorporate the most efficient and effective procedures for the agency.
9. Adhere to the agency safety policies and procedures.
10. All other duties as assigned by the Administrative Office Coordinator, the Controller, or the Executive Director.
11. Bring Caring to Life.

### **EXPERIENCE AND SKILL REQUIREMENTS:**

1. High School diploma or equivalency required. Post high school education preferred.
2. 1-2 years previous experience in a medical and/or administrative environment preferred.
3. Proficient working knowledge of Microsoft Office including Word, Excel, and PowerPoint.
4. Demonstrated ability to create documents, spreadsheets, and letters.
5. Demonstrated organizational skills and attention to detail.
6. Excellent customer service skills. Ability to be patient with others.
7. Excellent verbal and written communication skills.
8. Strong time management skills with the ability to multitask, to be flexible, and to work as a team.
9. Ability to maintain regular and reliable attendance.
10. Must be willing and able to "bring caring to life".