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| C:\Users\tim.young\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\40D47DFC.tmp  **MISSION**  *To provide affordable quality health care for our community.* | **JOB DESCRIPTION**  **POSITION: Client Support Representative**  Reports to: Director of HIP  Revised: December 2019  Department: Call Center  FLSA: Non-Exempt |

**Job Purpose:**

Under general supervision, the Client Support Representative (CSR) will be responsible for professionally responding to telephone inquiries from callers and ensuring patient and customer satisfaction by providing quality service, identifying caller needs and assisting them with issues/concerns. To function as a multi-skilled, technical person responsible for organization-wide phone support, customer service, electronic patient scheduling and to serve as a resource person to the patients and clients of the organization.

**Essential Functions Include, But Not Limited To:**

1. **Satisfies Core Competencies**

Accepts responsibility for ensuring that performance meets the standards of the professional, ethical and relevant legislated requirements

1. **Customer Service**
   * Answer telephone promptly and in a polite and professional manner
   * Manage large amounts of inbound and outbound calls in a timely manner
   * Follow communication “scripts” when handling different topics
   * Identify customers’ needs, clarify information, research every issue and provide solutions and/or alternatives
   * Keep records of all conversations in our call center database
   * Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
   * Fulfills requests by clarifying desired information; completing transactions; forwarding requests.
   * Answer questions and offer other information, as requested, to provide patient-focused service and a positive impression of the organization
   * Act as a liaison for the patients of the organization
   * Direct calls to other departments as necessary
   * Use sound judgment when handling calls
   * Understand when to escalate calls to medical personnel/management
   * Positively contribute to staff morale and corporate culture
   * Ensure that our patients get the best possible care

**3. Clinical Management**

* + Obtain and enter accurate demographic information into electronic health record
  + Schedule appointments properly and inform patient of items to bring to appointment
  + Ability to read, analyze, and interpret general health and social services guidelines or technical procedures
  + Interview patients over the telephone to obtain a complete and accurate medical history, including surgical history and medications.
  + Maintain patient confidentiality and comply with all federal and state health information privacy laws.

**4. Other Duties/Skills**

* Ensure that work assignments and information gathered from day to day work is not shared with anyone and protects all patient and agency information. Is knowledgeable of and maintains HIPAA standards of privacy and confidentiality
* Demonstrated ability to exercise sound judgement and decision making
* Ability to communicate clearly and
* Ability to plan and be organized
* Ability to work well under pressure, take initiative, be flexible and
* Ability to exhibit good interpersonal communications skills
* Ability to convey a positive and professional image to the public and patients
* Demonstrated proficiency in various PC applications, including E-mail, Microsoft

Excel, and Word, Internet and networking

* Demonstrated ability to learn EHR and follow instructions in that system

**Required Education:**

* Minimum of a High school diploma or equivalent

**Skills, Licensure, and Knowledge Requirements:**

* Proficient in relevant computer applications
* 1 – 2 years of experience in customer service, or equivalent combination of education and experience
* Previous experience in a medical practice desired

**Physical Demands**:

The physical demands described here are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* While performing the duties of this job, the employee is regularly required to, stand, sit; talk, hear, and use hands and fingers to operate a computer and telephone keyboard reach
* Specific vision abilities required by this job include close vision requirements due to computer work
* Light to moderate lifting is required

**Work Environment:**

The work environment characteristics described here are representative of those the employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Moderate noise (i.e. business office with computers, phone, and printers, light traffic).
* Ability to work in a confined area.
* Ability to sit at a computer terminal for an extended period.

**Travel or Special Requirements:**

Driving during the workday as well as local or out of state travel may be required to perform job duties.

I read and understand the requirements to fulfill the responsibilities associated with this job description.

I agree to abide by all the duties and responsibilities for the job including and reasonable request from my supervisor. I also understand that I will be evaluated based on these job specific performance standards.

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Employee Name Employee Signature Date