

JOB DESCRIPTION

Revised 11/00, 11/04, 10/07, 10/08, 3/11, 11/13; 03/16

Title: Customer Support – Front Desk

Dept: Business

Immediate Supervisor: Customer Support Supervisor

Primary Function: To provide quality customer service to clients, co-workers, and the public.

Duties and Responsibilities:

1. Provides professional and friendly customer service at the front desk which includes greeting clients and visitors in a calm and courteous manner as they check-in.
2. Answering and operating a multi-line phones system with the ability to attend to calls efficiently and professionally, provide basic information, and route calls accordingly to the appropriate personnel.
3. Complete the check-in process as clients present for services including the updating of demographic information, insurance, etc.
4. Collection of payments and informing clients of their payment responsibilities in a courteous but affirmative manner.
5. Provide appointment reminder calls to clients.
6. Assist clients and staff with scheduling of appointments.
7. Accurate and timely entry of clerical data into the Electronic Health Record.
8. Maintains patient confidence and protects operations by adhering to federal mandated confidentiality and non-disclosure practices.
9. Promotes a professional work environment by representing the organization in a positive way through interactions with co-workers and the public, adherence to scheduled work expectations, and demonstrating a consistent and organized approach in completing duties.
10. Completion of financial intakes, as needed.
11. Provide general clerical support including word processing, filing, post office/bank deposits, and general office procedures.
12. Maintain and re-order supplies for designated work area.
13. Ability to travel to complete work at satellite offices, as needed.
14. Other duties as assigned by the Customer/Program Support Supervisor.

Job Qualifications: Customer Support must have a minimum of a high school diploma or equivalent with experience working with customers, word processing, reception, telephone skills, and high attention to detail. Qualified applicant must be at least 21 years of age and successfully pass background checks to include an MVR check for insurability with our insurance company. This person must have the ability to work with customers, co-workers, and the public in a friendly and supportive manner.

Typical Physical Demands: Requires sitting for long periods of time. Occasional bending, stretching or lifting. May require contact with individuals with communicable diseases. Requires ability to work under high stress conditions for long periods of time. Ability to hear normal range of voice. Ability to prepare written reports and use telephone equipment. Requires computer keyboard/monitor work. Requires prolonged data entry and viewing monitor for extended periods.

Typical Working Conditions: Normal office environment. Occasional exposure to communicable diseases and other conditions in a clinic environment. Occasional exposure to aggressive or violent customers.