

Customer Service Specialist
Location: MacClenny, FL
Salary: \$11.19 Hr

Minimum Qualifications:

An Associate of Arts (AA) degree, preferably in Business, and experience in general clerical, secretarial, receptionist experience, preferably including third party billing

OR

Graduation from a standard high school or its equivalent and two years of general office, secretarial or clerical experience, one of which must be in dealing with the public, preferably in a clinical setting and/or dealing with third-party billing.

Driver Requirement:

Must have a current Florida Driver's License with a clean driving record while meeting company insurance requirements

Serves as liaison between client relations units and functions as a team leader for a particular unit. The work required the use of independent judgment and initiative in carrying out duties and responsibilities of maintaining a professional office setting, and the ability to provide clerical support on all levels within the Center. This position requires heavy public contact.

Essential Duties/Responsibilities:

1. Greet and assist telephone and on-site customers with inquiries and questions; refer to most appropriate department for assistance
2. Provide telephone and office coverage during regular business hours and special circumstances.
3. Provide receptionist and/or secretarial duties for Department, including but not limited to: transcription, correspondence composition, typing, filing, photocopy, mail sorting and distribution, and scheduling of appointments
4. Maintain accounts receivable register, deposits, petty cash, and related service paperwork
5. Verify client payor eligibility status and, if managed care payor, process appropriate paperwork to obtain authorization for payment of service
6. Create, maintain, and update in Profiler files and other databases/ spreadsheets and/or other information used to track information for department, and provide reports on such information as needed
7. Maintain and update Center Wide Policy Manual, Procedure Manuals, as well as Program-specific policies and procedures in Department, assisting supervisor with employee notification and training, when necessary
8. Conduct and monitor the preparation and distribution of appointment notices, service lists/statements, collections notes/statement, reports and procedures as needed/required for program/office
9. Coordinate clinic doctor schedules and clients appointments, including on-going evaluation and initiation of necessary changes to maintain a smooth, efficient running clinic.
10. Performs other duties as required to meet program and departmental goals and objectives.