BENTON COUNTY POSITION DESCRIPTION

CLASSIFICATION	BAND	GRADE	SUBGRADE	FLSA STATUS
Administrative Assistant	A	1	3	Non-Exempt

POSITION TITLE:	**Client Services Representative**	**POSITION#**:	500577
☐**New** ☒**Revised**	**Date:**	**3-3-2014**	
SERVICE TYPE:	NON-REP CONFIDENTIAL		

Employee Name:		**Department:**	**Health Center**	**Supervisor:**	Health Center Manager
FTE:	1.0	**Employment Status:**	ONCALL NON-BENEFITED		

Position Summary:

This position supports the various programs of Benton County Health by providing excellent, courteous, positive customer service to a widely diverse community/client base externally and internally by phone and in person. The environment is fast paced and ever changing. This position is required to cover at various locations throughout the Benton Health Service system.

Essential Duties:

No.	Major Functional Area (MFA)	% of Time
1	**MFA:** Reception and Office Support **Essential Duties:** • Using excellent customer service; greet, educate and instruct clients over the admissions/services process. Check clients in for scheduled appointments. Respond to walk-in requests for information and/or scheduling. • Assist clients in completing forms as needed. Insure client forms are filled out completely by client or representative. Enter client information into multiple data bases. Verify and update client information as needed. • Schedule clients in a complex computerized scheduling system. Manage clinical scheduling and rescheduling of appointments as indicated. • Complete appointment reminder calls. • Initiate records release requests from other provider offices to help facilitate the ongoing care for new clients. • Answer multi-line phones and determine the priority and action to take for in-coming calls (schedule appointments or forward to the appropriate staff member). • Link clients to services follow Health Services procedures. • Use Bi-lingual skills when needed. • Forward requests for medical records to the medical records office for processing and billing issues to the billing staff for resolution. • Process and distribute mail as appropriate. • Monitor reception area to assist in clinic flow and maintain a clean and safe environment.	50%

2	**MFA:** Cash Handling/Financial/Insurance **Essential Duties:** • Verify proof of insurance andcoverage with insurance carriers; Third Party, Medicaid and MediCare. Contact client if new proof of insurance is needed . • Educate clients about the Community Health Center and Financial Policy and how the policy applies to the program(s) to help client understand their responsibilities for making payments and/or providing proof of insurance and income. • Follow Federal Poverty Guidelines for sliding fee scale for clients when appropriate. • Notify client of payment responsibilities as stated in the Financial Policies. Verify insurance carrier payment or have client sign insurance waiver. Work with clients to make payments on outstanding balances. • Check out client and collect fees for services and make follow up appointments • Track client enrollment, un-enrollment in state insurance program as well as PCP assignments. • Conduct daily reconciliation of cash drawer and credit card payments. • Calculate and prepare closing till monies for daily deposit; • Perform cash-handling responsibilities which include, but not limited to, receipt and post client payments made both in person and received through the mail.	40%
3	**MFA:** Member of Care Team **Essential Duties:** • Participate as a member to the care team to provide services to clients. Participate in team huddles and meetings to help facilitate client care and clinic efficiencies. • Monitor client flow and load to ensure clients are seen timely. Inform clients and practitioners if wait time is extended. • Review schedule in advance for availability of future appointments and work collaboratively with care team to maximize access. Coordinate with clinical staff to determine availability for nonscheduled appointments. • Forward client messages to clinical staff. • Assist clinical staff to contact clients as needed.	10%
4	**MFA:** Other Duties As Assigned **Essential Duties:**	10%
Percentages should total 100%		**100%**

Special Requirements:

Driving required. CPR preferred. Spanish/English bi-lingual proficiencies preferred. Office experience in a confidential environment preferred. Good working knowledge of HIPAA requirements. Proficient data entry skills are a must including but not limited to intermediate user in Microsoft Office Suite including Word, Excel, and Outlook.

Physical Requirements:

Physical Demands

While performing the duties of this job, the employee is frequently required to use hands to finger, handle or feel; talk; or hear. The employee is occasionally required to stand; walk; sit; reach with hands and arms; and stoop; kneel; or crouch The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus.

Work Environment

The employee works in well-lighted, clean environments. The noise level in the work environment is quiet to moderate.
Check the following that applies to this position: The employee may occasionally: ☒ work with angry or hostile clients or members of the public, ☒ work with toxic substances and biohazards, and ☒ exposure to infectious illnesses.

Emergency Preparedness:

Benton County is committed to emergency preparedness planning and implementation, and disaster recovery. In the case of a Health Department, County, State, Federal or other emergency or disaster, this position may be called upon to assist in responding. This may require the assignment of additional responsibilities, depending on the circumstances. These responsibilities could include unscheduled temporary changes in work schedule and/or work duties, including evenings and weekends, work relocation, overtime, working with other community agencies such as the local Fire Department, hospitals, the Red Cross and other emergency responders. The ability to be flexible is critical in our overall response to the emergency or disaster. Under Emergency situations this position may be called in to work, supporting Administration in regular duties or other work as assigned. Per County personnel policy, this position may be included in the agency's essential personnel for emergency/disaster response.

Quality Improvement Participation:

Employees are expected to participate in improving BHS' performance, processes, and programs through quality improvement activities, use of the PDSA model and participating on QI teams as assigned.

NOTE: The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Employee:_____Date:_____

Immediate Supervisor:_____Date:_____