



JOB NOTICE

Date Posted: June 27, 2017

Closing Date: July 10, 2017 or until filled

APPLICATION PROCEDURES: Send letters of intent and resume, to Box Crisis-CS, COMPASS, 535 Marmion Avenue, Youngstown, Ohio 44502.

Program: Mahoning County Crisis Unit

Title: Customer Support Specialist

Salary \$: Full Time with competitive salary and comprehensive benefit package.

General Duties include:

Front Office Support:

- a) Open/close front reception area, which also includes straightening up the lobby area at the end of each day, closing the kitchen and setting the alarm.
- b) Manages phone night ring on/off.
- c) Greets visitors and persons served in the lobby area and advises appropriate staff of appointment arrivals/cancellations.
- d) Schedule and re-schedule client appointments.
- e) Check in clients using electronic client record system.
- f) Conduct client reminder calls for appointments and facilitates call backs for client no shows.
- g) Answer the telephone and respond to caller requests in a professional and courteous manner.
- h) Provides clerical support, which may include typing and photocopying, to counseling staff, as needed.
- i) Retrieves prescription requests off script line, forwards requests and concerns made to nursing staff.
- j) Forwards incoming fax messages to applicable staff.
- k) Maintains/secures signatures on signature log and verifies IDs for staff paycheck distribution.
- l) Provides a variety of tasks and assignments in support of all Crisis Unit team members
- m) Maintain service logs and records

Performs data entry for client tracking and billing that includes:

- a) Admissions.
- b) Billing of services.
- c) Billing of bed days.
- d) Title XX determinations.
- e) Monthly reconciliation of all of the above.
- f) Maintain attendance sheets.
- g) Provide assistance where needed in the maintenance of Client Case Files and records.

- h) Set up and maintenance of client case files, as needed with intergration with Carelogic sytems.
- i) Completion of monthly Quality Assurance file checks and performance improvement reports.
- j) Monitoring of client charts which includes making sure case control policy is followed.
- k) Assists with the closing charts upon discharge and assuring accuracy and completion of charts according to ODMH and Medicaid standards
- l) Respond to third party requests for information in accordance with HIPPA regulations
- m) Maintains case logs
- n) Ensure storage and disposal of records according to agency policies
- o) Support to psychiatric provider and nursing staff including OARS checks if needed, communicating with the pharmacy (taking requests for refills and calling in refill requests).

Interactions with Essential Others:

Must ensure serves provided advance the quality of care, the mission of the agency, and the agency's standing in the community.

- a) Attendance and participation in daily team meetings. Will work collaboratively with the interdisciplinary crisis team to provide comprehensive care and service to all crisis unit clients.
- b) Communicates effectively with other service providers throughout the agency, client family and significant other and with concerned members of the community.

Qualifications:

Education/experience: High school diploma. Business office skills certification is preferred. Prefer two years of experience in administrative/clerical duties. Must be familiar with Microsoft Outlook/Word/Excel and possess the ability to perform typing and data entry tasks with speed and accuracy. Must have experience with multiple phone lines, standard office equipment, filing and customer service.

Miscellaneous requirements: Criminal background check; Pre-employment drug screen; Clear driving record; First Aid/CPR certification

Personal: Strong social, communication and written skills. Must have the ability to develop rapport and be perceived by clients and staff as approachable. Ability to multi-task; while maintaining accuracy and organization. Have a working knowledge of basic to intermediate electronic health records systems is preferred.

Physical Demands of job: Normal activity

Non Exempt: Eligible for overtime

AN EQUAL OPPORTUNITY EMPLOYER - SERVICE PROVIDED
THROUGH AFFIRMATIVE ACTION
EOE-M/F/H including persons with disabilities and veterans