



JOB NOTICE

Date: November 8, 2018

Closing: November 20, 2018 or until filled

APPLICATION PROCEDURES: Send letters of intent and resume via INDEED or to HR.

Box: Front Office, COMPASS, 535 Marmion Avenue, Youngstown, Ohio 44502.

Department: Client Services

Title: Front Office Support Staff

Shift: Monday- Friday day turn primarily, but will include evenings based on programmatic needs.

Salary: Comprehensive full-time benefit package and Competitive salary based upon experience.

Overview:

Must be committed to COMPASS' Core Values of treating everyone with dignity and respect; being ethical, honest and having integrity; being team-oriented with a commitment to excellence; being engaged, supportive, and resilient; and being accountable and responsible to persons served, COMPASS and Community.

This position performs duties in an extremely welcoming, friendly and non-judgmental manner and yet is a very persuasive communicator. The focus of this position is working with and through others, building and maintaining relationships, and working closely and accurately within established guidelines. Must be an effective communicator, someone who is able to stimulate and motivate others while being aware of and responsive to their needs and concerns. The person in this position must be friendly and genuinely interested in the business, agenda, and needs of others, including COMPASS' management, the team and clients. A persuasive, teaching style of communication is required to communicate the company's policies, programs, and systems. A faster-than-average pace will be the norm for this position. Detail work is a major focus of the job, and those details need to be handled quickly, correctly, and efficiently. This portion of the work will often focus on relationships with others; correct handling of details dealing with others is necessary to maintain and grow relationships.

The position involves following up carefully, closely, and cheerfully to ensure both correct work and maintenance of the relationships. Necessary corrections must be made in a constructive, supportive manner. As time is usually a factor, the work must be done on time, as well as correctly. In general, this is a position where guidelines, structure, and established policies must be followed fairly closely, while working with and for others.

Duties and Responsibilities:

- Serves as the introductory face of COMPASS at the front desk.
- Must be client focused and centered.
- Welcomes and checks in clients for scheduled appointments and facility guests.
- Confirms and updates insurances at each client appointment; as well as any other pertinent information such addresses and phone numbers.
- Obtains OARRS reports for dissemination to prescribers.
- Collects client payments and issues receipts.
- Responds to records requests through Office Manager.
- Receives and distributes faxes.
- Assists in ICR reviews.
- Engages all clients in filling out customer satisfaction surveys.
- Schedules client follow up appointments.
- Conducts reminder calls to clients for upcoming appointments.
- Coordinates with Client Intake Specialist on client no shows for follow-up and rescheduling.
- Provides information regarding all COMPASS programming to clients and visitors.

Qualifications:

Education/Experience: High school diploma. Two years of experience in administrative/ secretarial duties is preferred. 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. Experience with electronic medical record systems is required.

Miscellaneous: Criminal background check; Pre-employment drug screen; CPR certification, TB test.

Personal: Strong social, communication and written skills. Strong organizational skills and abilities. Ability to multi-task; while maintaining accuracy and organization integrity. Must have the ability to develop rapport and be perceived by staff and clients as approachable. Ability to collaborate with staff, service providers and administrators. Team oriented with patience and compassion for those served. Strong computer literacy: generating cover sheets, drafting professional letters, creating spreadsheets, using Microsoft Word and Excel

Non-Exempt: eligible for overtime

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