



# JOB NOTICE

Date posted: October 25, 2018

Closing Date: November 12, 2018 or until filled

APPLICATION PROCEDURES: Send letters of intent and resume via INDEED or to Box AcctEx., HR, COMPASS Family and Community Services, 535 Marmion Avenue, Youngstown, Ohio 44502.

**Department:** Workforce Development

**Title:** Support Staff/Account Examiner- Full-Time

**Salary \$:** Competitive salary based on experience with comprehensive benefit package.  
Day turn, Monday- Friday

**General Duties:**

The position is partially funded through a state contract (VR) with Opportunities for Ohioans with Disabilities and provides vocational rehabilitation services to individuals with mental health disorders. The Support Staff/Account Examiner will be responsible for covering all aspects of administrative duties for the VR contract as well as assist Workforce Development with back office clerical duties.

- Will be required to learn the OOD AWARE software program as well as Agency electronic medical record software system.
- Provide general administrative duties for the VR contract to include new participant orientations.
- Collaborate with consumer's providers to gather information for cases.
- Process all authorizations, letters, billings in a timely and accurate manner.
- Generate reports and monitor outstanding service related bills.
- As necessary, contacts vendors via phone, fax, or mail to resolve billing errors.
- Provide back office duties for the Workforce Development Program.
- May occasionally be asked to cover for front office administrative staff as needed.

**Qualifications:**

**Education/experience:** College degree or technical school diploma preferred; minimum of two or more years' experience working with processing of customer/client information in the operation of a business or service organization. Must have working knowledge and experience in using Microsoft Office products and data base software.

**Miscellaneous requirements:** Criminal background check, pre-employment drug screen; clear driving record.

**Personal:** Strong oral and written communication skills. Highly organized and detailed oriented. Flexibility and the ability to multi-task is essential and to work within a team environment.

**Physical Demands of job:** Ability to cope with potentially stressful situations.

**Non-Exempt:** Eligible for over time.

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