

## **Job Description**

**Department:** Support Staff

**Job Title:** Customer Service Assistant

**Reports to:** Office Manager

**Job Purpose:** The Customer Service Assistant is responsible for providing general office support with a variety of clerical activities and related tasks. This position will utilize a multi-line phone system maintaining pleasant telephone rapport. Candidate must have excellent customer service skills while promoting good public relations among providers, office staff, and patients.

### **Essential Duties and Responsibilities:**

- Check patients in and out at the front desk for psychiatry and therapy appointments, including verifying demographic information, insurance information, and collecting co-pays.
- Optimize patients' satisfaction, provider time, and treatment room utilization by scheduling appointments in person or by telephone.
- Distribute reminder cards and updates to patients at check in/check out.
- Answer telephones in a professional and friendly manner and direct calls to appropriate locations; work with other members of reception to ensure adequate phone coverage at all times.
- Exercise problem-solving and conflict resolution skills when handling patient complaints and answering questions; refer patient complaints to appropriate personnel as needed; work with patients and staff to deescalate situations.
- Greet and direct visitors in a professional and friendly manner.
- Demonstrate excellent customer service and interpersonal communication skills; exercise the ability to work with diverse people groups and practice cultural sensitivity.
- Comfort patients by anticipating patients' anxieties; answering patients' questions, and maintaining the reception area.
- Protect patients' rights by maintaining confidentiality of personal and financial information.
- Open agency by making sure everything is ready for the business day, including unlocking doors, turning on lights, and turning on phones.
- Close agency at the end of the business day by making sure common areas are neat and orderly, equipment and lights are off, and doors are locked.
- Assist other departments with patient questions or concerns.
- Assist with related clerical duties such as photocopying, faxing, postage, and message distribution.
- Works closely with psychiatry staff in ensuring patients receive their prescriptions and samples when they are at the agency.

- Welcome patients as they contact the center personally or by telephone, and explain the services available, payment categories, and billing procedures.
- Schedule appointments; direct walk-in patients and emergencies as per established policies and procedures.
- Register all patients per registration protocols and collect all documentation.
- Review and verify patient insurance coverage and compute the charges to be paid by the patient.
- Collect deposits or co-pays/deductibles prior to the patient being seen by the provider per established policies and procedures. Inform patient of their outstanding balance, collect said balance, and issue cash receipt when monies are collected.
- Call and/or text to remind patients of upcoming appointment(s).
- Follow up on “no show” patients on a daily basis.
- Keep front desk tidy and presentable with all necessary materials.

#### **Additional Duties and Responsibilities:**

- Accomplish all tasks as appropriately assigned or requested.

#### **Competencies:**

- Social Skills—the individual professionally interacts with employees and patients and models a positive teamwork attitude.
- Problem solving—the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully.
- Oral communication—the individual speaks clearly and persuasively in positive or negative situations.
- Written communication—the individual edits work for spelling and grammar, presents data effectively and is able to read and interpret written information.
- Leadership—the individual inspires and motivates others to perform well, accepts feedback from others.
- Quality management—the individual looks for ways to improve and promote quality and demonstrates accuracy and thoroughness.
- Judgment—the individual displays willingness to make decisions, exhibits sound, accurate, and ethical judgment and makes timely decisions.
- Planning/organizing—the individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
- Safety and security—the individual observes safety and security procedures and uses equipment and materials properly.
- Interpersonal skills—the individual understands the importance in maintaining confidentiality and remains open to others’ ideas and exhibits willingness to try new things.

**Experience and Education:**

## Required:

- High School diploma or GED
- Previous customer service experience
- Able to multi-task and work in a stressful, fast-paced environment.

## Preferred:

- Bi-lingual in English/Spanish is highly desired
- Knowledge and experience working with adults and/or children with a mental illness
- Knowledge of community resources
- Previous reception/switchboard experience
- Completion of National Career Readiness Certificate through Skilled Iowa

*This job description is not intended to be all-inclusive and does not constitute a written or implied contract of employment. The employee will be expected to perform other reasonably related duties as assigned by the immediate supervisor and / or other management personnel.*