



Job Description

EMPLOYEE CATEGORY: Customer Service and UA Representative

WORKING HOURS: Monday-Friday and as needed

STATUS: Non-Exempt

REPORT TO: Customer Service and UA Manager

GENERAL DUTIES: The Customer Service and UA Representative provides assistance to clients, navigating available services and programs in keeping with and to further promote the mission, vision, and client-centered service objectives of the organization.

KEY RESPONSIBILITIES

- Participates as a collaborative member of the Outpatient Clinical Services Team to promote and achieve organizational goals.
- Provides clients with appropriate information regarding schedules, sign-ins, and UA testing, ensuring they get to the right place at the right time.
- Assists Customer Service and UA Manager in collecting data, collating documentation, and EMR information in support of other team activities.
- Performs organizational telephone duty as required.

KEY PERFORMANCE INDICATORS

- Conducts efficient processing of the Urinalysis contracts, for external referral sources, admissions, and counselor orders.
 - Enter daily data into appropriate systems to account for UA and outpatient activities.
 - Staff the customer service and UA station according to effective daily schedule.
 - Aids clients, prospects, and public members who may enter the building in navigating the space, location of services, or sign-ins.
 - Provide clerical assistance to the Customer Service and UA Manager.
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SKILLS AND ABILITIES REQUIRED:

- Computer basic software: Microsoft, Word, Excel, and EMR systems & Databases.
- Communication skills; express oneself appropriately verbally and written.
- Maintain total confidentiality of organizational & personnel information.
- Time and team relations
- Function under stressful situations and work environment.

REQUIREMENTS:

- GED/High school diploma
- Over the age of 18
- Valid Driver's License and current insurance
- Must be able to pass a pre-employment background and drug test