

## JOB DESCRIPTION

Revised 11/00, 11/04, 10/07, 10/08, 3/11, 11/13; 03/16; 05/21

**Title:** Customer Support

**Dept:** Business

**Supervisor:** Customer Support Supervisor

**Office:** Riverton and Columbus

**Primary Function:** To provide quality customer service to clients, co-workers, and the public.

### **Primary Duties and Responsibilities:**

1. Provide professional and friendly customer service at the front desk which includes greeting clients and visitors in a calm and courteous manner as they check-in.
2. Ensuring the front office is open and ready to serve clients by posted office hours.
3. Answering and operating a multi-line phone system with the ability to attend to calls efficiently and professionally, provide basic information, and route calls accordingly to the appropriate personnel.
4. Completion of the check-in process as clients present for services including the gathering or updating of documentation such as demographic information, insurance, release of information, etc.
5. Collection of payments and informing clients of their payment responsibilities in a courteous but affirmative manner.
6. Assist clients and staff with scheduling of appointments and complete appointment reminder calls.
7. Accurate and timely entry of clerical data into the Electronic Health Record.
8. Maintain a clean and organized workspace and cleaning of client lobby according to schedule and as needed.
9. Maintain patient confidence and protects operations by adhering to federal mandated confidentiality and non-disclosure practices (HIPAA).
10. Promote a professional work environment by representing the organization in a positive way through interactions with clients, co-workers and the public, adherence to scheduled work expectations, and demonstrating a consistent and organized approach in completing duties.
11. Provide general clerical support including word processing, scanning, filing, and general office procedures.
12. Ability to travel to complete work at satellite office, as needed.
13. Other duties as assigned by the Customer Support Supervisor.

**Job Qualifications:** Minimum of a high school diploma or equivalent with experience providing customer service, fluency with computer software, office equipment, and high attention to detail. Qualified applicant must be at least 21 years of age and successfully pass background checks, including pre-employment drug screening. Ability to work in an environment that can be fast paced for periods of time requiring the ability to multitask, prioritize work, and maintain a friendly and professional attitude.

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Typical Physical/Work Conditions. Normal office environment. Occasional exposure to communicable diseases and other conditions in a clinic environment. Requires sitting for long periods of time. Occasional bending, stretching or lifting. Requires ability to work under high stress conditions for periods of time. Ability to hear normal range of voice. Ability to prepare written reports and use telephone equipment. Requires computer keyboard/monitor work. Requires prolonged data entry and viewing monitor for extended periods.