

CLASS TITLE: Customer Service Representative

DEPARTMENT: Mental Health and Chemical Dependency **FSLA:** Non-exempt

ACCOUNTABLE TO: Office Manager

SALARY: \$17.50/hr

SUMMARY: Under general direction performs customer service representative duties within the Department assigned; Work varies little, requiring individual judgment within the specifically assigned Office protocol, and within EMCMHC policies and procedures.

EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES: The below list is intended to be illustrative of the responsibilities of the position and not all encompassing.

MAJOR AREAS OF ACCOUNTABILITY AND PERFORMANCE:

Mental Health and Chemical Dependency

- A primary responsibility as a customer service representative , answering the phone , screening and directing phone calls, and scheduling appointments
- Working knowledge of both Mental Health and Chemical Dependency ARM and Current Policies
- Working knowledge of Montana Medicaid, Insurance, and Sliding Fee
- Assisting clients in applying for Medicaid, Waiver, State CD Plan, or Sliding Fee
- Facilitate admission of walk-in clients as needed and complete admission forms and explains confidentiality
- Scanning all documents into patient accounts in Credible
- Assists counselors, nurse practitioners, clinicians, case managers, CRS Staff, and AGH Staff as needed with admissions, updates, treatment plan reviews, SED/SDMI forms, CSR's, and discharges
- Overseeing PFL, MIP, CD groups, and 6 hour Education classes
- May oversee Telemed Services as a Site Facilitator
- May attend weekly staff meetings and record the minutes from these meetings on a weekly basis
- Maintains filing system including client records, Crises notes, and professional staff materials
- Functions in all aspects normally associated with the role of customer service representative at EMCMHC
- Performs those additional duties and responsibilities that may be assigned

SUPERVISION – RESPONSIBILITY FOR WORK OF OTHERS: None

EXAMPLES OF PERFORMANCE CRITERIA AND EXPECTATIONS:

- Regularly checks and processes client records per EMCMHC policy, maintains records, and the filing system
- Composes standard correspondence and types reports, progress notes, initial assessments, psychological evaluations, and all required forms
- Distributes incoming and outgoing mail, coordinates and purchase supplies for the office, maintains office routine and general office appearance
- Satellite Office customer service representatives shall contact Site Facilitator of any changes in their Telemed schedules
- May, if involved with the Telemed Services, keep tract of Site Log attendance for groups or any Telemed presentations and forwards the information to the Site Facilitator
- Performs other duties as may be assigned

EDUCATION, TRAINING, AND EXPERIENCE: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Must be a minimum of 18 years of age
- High School Diploma or GED preferred
- Must have ability to communicate orally and in writing
- Work is generally performed in an office
- Possess typing and computer skills
- One (1) year of demonstrated work experience in an office setting
- Must complete Credible EHR functionality and overview training within the first month of employment and maintain certification throughout employment
- Must possess Certification to enter SAMS records
- Must possess a valid Montana Operator's License (If your own personal vehicle is used to transport any client, your vehicle must have insurance that will cover passengers)
- Physical requirements may require lifting up to 35 pounds (greater with assistance), bending, stooping, climbing steps, and prolonged sitting

PLEASE COMPLETE AN ONLINE APPLICATION BY CLICKING ON THE LINK BELOW

<https://www.emcmhc.com/employment-opportunities/>

Reasonable accommodations may be made to enable individuals with disabilities to perform any non-essential job function.

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