

SUMMIT POINTE JOB DESCRIPTION

Job Title: Customer Services Specialist, OP, Part Time	Position Category: Union/Non-Exempt
Reports to: Operations Director	Grade Level: 03
EEO Category: 5	EEO Job Group: 5

Key Responsibilities and Accountabilities:

Provides clerical support to staff and teams in support of performance goals. Serves as an important contact to customers via telephone calls and greeting guests representing Summit Pointe in a professional manner. Ensures insurance information is received, ensures co-pay and over-the-counter collections are obtained and completes data entry activities into the Practice Manager System. Compiles, monitors, and prepares reports as requested. Performs scheduling activities. Maintains clinical files. Demonstrates excellent organizational, communication, computer, analytical and problem-solving skills. Participates in corporate quality improvement and problem solving activities. Maintains confidentiality and privacy within MDHHS, state and federal guidelines. Utilizes knowledge of CARF, CMS, MDHHS and Managed Care standards. Performs other duties as required.

Qualifications and Capabilities:

- High School Diploma or equivalent required. Associate's Degree in Business or related field preferred.
- Two years of progressively more responsible secretarial or support services preferred.
- Experience with general clerical skills including typing, electronic scanning, data entry, database management, telephone reception and knowledge of office equipment.
- Computer experience – Word, Excel and electronic medical record software preferred.

Essential Functions:

This position will be knowledgeable about and actively support 1) culturally competent, recovery-based practices; 2) person-centered planning as a shared decision making process with the individual, who defines his/her own life goals and is assisted in developing a unique path toward those goals; and 3) a trauma informed culture to aid individuals in their recovery process.

Trauma Informed System of Care:

A trauma-informed approach to service delivery emphasizes physical and emotional safety, choice, empowerment, and trustworthiness for customers. The impact of trauma is broad and touches many life domains. Participation is mandatory for activities required for Summit Pointe to become a “Trauma Informed System of Care.”