



JOB TITLE: Health Home Customer Service Representative - Flexible Schedule
LOCATION: Abbott Corners, 3176 Abbott Rd., Suite 500, Orchard Park, NY 14127
REPORTS: Program Director(s) and Office Manager **Job Group:** V

SUMMARY OF DUTIES:

The Health Home CSR is a staff member whose primary responsibilities are to support and assist the Health Home team members.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Greet visitors that come to the office
- Filing, photocopying, answering telephones and general document creation, type letters, memos, and reports per staff request
- Track purchase order requests
- Prepare letters to request medical records and client authorizations and maintain a log of requests and record received per HIPAA compliance regulations.
- Operate and coordinate the computer and management Information systems for the program
- Notify appropriate staff of visitors arriving at the office
- Managing incoming faxes
- Communicate necessary information to the appropriate staff
- Filing and scanning in charts in accordance with agency and program policy
- Other duties as assigned

SPECIAL SKILLS:

1. Good communication skills
2. Ability to multi-task
3. Ability to effectively serve potentially difficult visitors
4. Great interpersonal skills
5. Good boundaries

MINIMUM QUALIFICATIONS:

High School diploma or equivalency, including or supplemented by courses in typing and computer operations, **AND** one year full-time paid experience performing some combination of secretarial and data entry duties.

OR

Graduation from two-year business school with courses in typing and computer operations.

To apply, please use one of the following links:

If you are interested in this position and you **ARE** bilingual

Admin Staff (Bilingual): <https://home.eease.adp.com/recruit/?id=976221>

If you are interested in this position and you are **NOT** bilingual

Admin Staff (English Only): <https://home.eease.adp.com/recruit/?id=976151>

If link does not connect, please copy and paste address in your web browser

For more information please visit www.lake-shore.org