



JOB TITLE: Customer Service Representative
LOCATION: Health Home Services - 1050 Niagara St., Buffalo, NY
REPORTS TO: Program Director(s) and Office Manager **JOB GROUP:** III

SUMMARY OF DUTIES:

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

RESPONSIBILITIES:

- 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

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 **PLUS** one year full-time paid experience performing some combination of secretarial and data entry duties

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