



**JOB TITLE:** Customer Service Representative  
**LOCATION:** Health Home Services - 430 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](http://www.lake-shore.org)**