



Job Title: Customer Service Rep (BILINGUAL) **Job Group:** III
Location: Franklin Recovery PROS - 254 Franklin St., Buffalo
Reports to: Supervising CSR & Program Director

SUMMARY:

Responsible for the day-to-day secretarial, data processing, and clerical duties of the program. Performs all required reception duties, typing, filing, transcription, and computer operation, insurance verifications as well as other general office activities.

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 along with experience with medical insurance and verifications preferred OR Graduation from two-year business school with courses in typing and computer operations.

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