



**JOB TITLE:** Child Advocacy Center Customer Service Rep (**Part Time**)

**LOCATION:** 556 Franklin Street

**Job Group:** III

**FLSA Status:** Non-Exempt

**Position is Tuesday, Wednesday 4-7pm and Fridays from 8am-12pm (10 hours per week)**

**SUMMARY:**

The CAC Customer Service Representative is responsible for the day to day support services to clients and their families, meet fiscal integrity of the agency, daily office operations, provide necessary support to the CAC medical clinic and proactively develop staff skills training.

**RESPONSIBILITIES:**

- Types' agency correspondence, reports, certificates, timely and accurately.
- Screens and routes telephone calls and faxes. Meet and greet all medical clients and their families and provide them with appropriate paperwork.
- Assuring coverage for the front desk. Files agency records and materials
- Collect fees and co-pays upon clients' arrival if insurance is used. Scan Medicaid card/generate MUTS form if appropriate. Continually update insurance information if needed.
- Assures compliance with Agency policies regarding clinical records.
- Manage petty cash and tokens

**KNOWLEDGE, SKILLS & ABILITIES:**

Ability to relate, either in person or by phone, to individuals in crisis. Ability to exercise good judgment, courtesy and tact in receiving callers as well as visitors. Ability to establish and maintain good working relationships with other employees, as well as with the general public. Ability to type and file accurately. Ability to understand and follow routine oral and written instructions. Knowledge of the operation/usage of word processing/data entry equipment. Knowledge of appropriate English grammar and usage.

**QUALIFICATIONS:**

High school diploma or equivalency, plus one (1) year full time paid experience performing some combination of secretarial and data entry duties OR graduation from 2year business school with courses in typing and computer operations. Experience in a medical office a plus.

**To apply, please use the following link:**

<https://home.eease.adp.com/recruit/?id=976151>

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