

CLASS TITLE: Customer Service Representative

DEPARTMENT: Mental Health and Chemical Dependency

SUMMARY: Under general direction performs customer service representative duties within the Department assigned; Work varies little, requiring individual judgment within the specifically assigned Office protocol, and within EMCMHC policies and procedures.

EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES: The below list is intended to be illustrative of the responsibilities of the position and not all encompassing.

MAJOR AREAS OF ACCOUNTABILITY AND PERFORMANCE:

Mental Health and Chemical Dependency

- A primary responsibility as a customer service representative , answering the phone , screening and directing phone calls, and scheduling appointments
- Working knowledge of both Mental Health and Chemical Dependency ARM and Current Policies
- Working knowledge of Montana Medicaid, Insurance, and Sliding Fee
- Assisting clients in applying for Medicaid, Waiver, State CD Plan, or Sliding Fee
- Facilitate admission of walk-in clients as needed and complete admission forms and explains confidentiality
- Scanning all documents into patient accounts in Credible
- Assists counselors, nurse practitioners, clinicians, case managers, CRS Staff, and AGH Staff as needed with admissions, updates, treatment plan reviews, SED/SDMI forms, CSR's, and discharges
- Overseeing PFL, MIP, CD groups, and 6 hour Education classes
- May oversee Telemed Services as a Site Facilitator
- May attend weekly staff meetings and record the minutes from these meetings on a weekly basis
- Maintains filing system including client records, Crises notes, and professional staff materials
- Functions in all aspects normally associated with the role of customer service representative at EMCMHC
- Performs those additional duties and responsibilities that may be assigned

SUPERVISION – RESPONSIBILITY FOR WORK OF OTHERS: None

EXAMPLES OF PERFORMANCE CRITERIA AND EXPECTATIONS:

- Regularly checks and processes client records per EMCMHC policy, maintains records, and the filing system
- Composes standard correspondence and types reports, progress notes, initial assessments, psychological evaluations, and all required forms
- Distributes incoming and outgoing mail, coordinates and purchase supplies for the office, maintains office routine and general office appearance
- Satellite Office customer service representatives shall contact Site Facilitator of any changes in their Telemed schedules

- May, if involved with the Telemed Services, keep track of Site Log attendance for groups or any Telemed presentations and forwards the information to the Site Facilitator
- Performs other duties as may be assigned

EDUCATION, TRAINING, AND EXPERIENCE: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Must be a minimum of 18 years of age
- High School Diploma or GED preferred
- Must have ability to communicate orally and in writing
- Work is generally performed in an office
- Possess typing and computer skills
- One (1) year of demonstrated work experience in an office setting
- Must complete Credible EHR functionality and overview training within the first month of employment and maintain certification throughout employment
- Must possess Certification to enter SAMS records
- Must possess a valid Montana Operator's License (If your own personal vehicle is used to transport any client, your vehicle must have insurance that will cover passengers)
- Physical requirements may require lifting up to 35 pounds (greater with assistance), bending, stooping, climbing steps, and prolonged sitting

Reasonable accommodations may be made to enable individuals with disabilities to perform any non-essential job function.

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