

## Job Description

**Job Title:** Client Services Representative

**Department:** Clinic

**Grade:** 44

**Reports To:** Clinical Director

**Classification:** Non-exempt, full-time/ Part Time

**Summary:** Welcomes individuals by greeting patients and visitors, in person or on the telephone; answering questions or referring inquiries to the appropriate staff. Optimizes client satisfaction, provider time, and clinical treatment utilization by scheduling appointments in person or by telephone. Performs general clerical tasks to support SPBHS operations.

### Essential Functions:

1. Responsible for monitoring the primary entrance to the Main Office, setting the stage for a safe and welcoming environment.
2. Utilizing language that is trauma informed and person centered to greet clients and visitors, determine their needs, and direct them accordingly.
3. Utilizing professional telephone techniques and language that is trauma informed and person centered, answer telephone, handle, and direct calls appropriately.
4. Open and close clinic office as directed. Secure cabinets and doors after clinic hours.
5. Cancel appointments as needed by clinical staff absences, client cancellations, and no shows.
6. Clinical support projects as directed by Clinical Director.
7. Escort clients to Telehealth Room and assist to connect sessions.
8. Communicates with remote Nurse Practitioner to assist clients.
9. Maintain strict confidentiality for all clients and their families in conformity with HIPAA regulations. Protect the security of all client records to ensure that confidentiality is maintained following HIPAA and PHI regulations as outlined in SPBHS policy and procedures.
10. Notify Billing staff if a client wants to pay a SPBHS bill.
11. Assists clients with local transportation needs to include issuing taxi tickets as appropriate.
12. Maintain general cleanliness of waiting areas.
13. Understand agency policies, procedures, and programs to assist clients as needed.
14. Provide clients with necessary forms, applications, and agency paperwork.
15. Attend scheduled meetings and trainings to update and enhance skills.

### Competencies:

1. Problem solving and conflict resolution.
2. Stress Management and Composure
3. Collaboration and Teamwork Orientation
4. Communication and Presentation Skills
5. Technical Capacity
6. Attention to Detail
7. Ethical Conduct

**Supervisory Responsibility:** This position has no supervisory responsibilities.

**Work Environment:**

**CONTINUATION:** Client Services Representative

This position operates in a professional office environment in a community mental health center. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. The employee will have frequent interaction with persons who are mentally ill, disabled or emotionally upset.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Requires good communication skills. Requires standing and sitting, and use of a computer and keyboard. May include lifting or moving objects up to 20 pounds.

**Position Type and Expected Hours of Work:**

This is a full-time position, with most work performed Monday through Friday (8:00AM-5:00PM). Occasional evening work (up until 7:00PM) may be required as required by Clinical Director.

**Travel:** Limited travel is expected for this position within the SPBHS service area.

**Required Education and Experience:**

1. High School Diploma or equivalent.
2. Experience in completing tasks requiring attention to detail and adherence to policies and procedures.
3. Experience using standard office equipment including copier, scanner, and fax.

**Preferred Education and Experience:**

1. Experience with Medical Terminology.
2. Two years of experience working in a community mental health setting or medical setting
3. Familiarity with electronic health record systems

**Additional Eligibility Qualifications:**

1. Must be able to function independently and have flexibility, personal integrity, and the ability to work effectively with clients, staff and support agencies.
2. Must have good communication skills, and be able to effectively communicate with clients, staff, and others who may contact SPBHS, in person or over the phone.
3. Must be proficient with using a computer, including Office programs (Outlook, Excel, Word)
4. Must possess the ability to maintain a professional demeanor while managing multiple tasks.
5. Valid Alaska Driver's License with a clean driving record.
6. Must be able to pass a State of Alaska Background Check.

**Other Duties:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

**Validation**

This job description has been approved by all levels of management: