MON YOUGH COMMUNITY SERVICES, INC.

NOTICE OF JOB OPENING

Date Posted: May 7, 2010                                                                 Date Available: Immediately

Program: Behavioral Health Services-Fiscal                                                                 Position #: 100

Title: Customer Service Representative (existing)

Employment Status: Regular                      Temporary                      Full-time                  Part-time

Regular Hours Worked: 20/week        Exempt                  Non-Exempt

Description of Duties:

♦ Schedule appointment in PsychConsult according to the templates/departmental scrips.
♦ Schedule, cancel and reschedule patient’s appointments. Relay messages to staff and providers. Contact patients to verify or cancel appointments as needed.
♦ Maintain and update current information on physician’s and staff’s schedules ensuring that patients are scheduled properly and appointments are confirmed.
♦ Operate telephone system in a caring, professional manner. Assess caller’s need of assistance and forwards calls appropriately.
♦ Greet and register patient in a polite, prompt, helpful manner and provide any necessary instructions/directions. Convey an outstanding first-contact experience to all patients.
♦ Interact professionally with all external and internal customer.
♦ Appropriately uses PsychConsult to announce patient using “show” status.
♦ Back-up for Secretary at Psych-Rehab facility as needed.
♦ Run EDS reports when instructed.
♦ Basic data entry into PsychConsult and other systems as instructed.
♦ Filing of daily billing slips, EDS, Choice Forms and other paperwork.
♦ Maintain strict confidentiality.
♦ Sort and distribute incoming mail.
♦ Prepare and send re-determination letters as instructed.
♦ At closing time, transfer phones to the answering service and secure office following department process and procedures.

Minimum Qualifications: High School diploma or equivalent is required. Minimum of one year of recent customer service experience. Previous experience with multiple phone lines required. Excellent interpersonal & communication skills needed to effectively interact with all internal and external customers required. Basic use of Microsoft Office required. Previous healthcare information systems experience, including medical scheduling, preferred. Must be available to work evening shift as scheduled. Strictly adhere to all policies and confidentiality of all information.

Salary: Commensurate with experience.

Send resume to: Human Resource Department/Resumes
500 Walnut Street, 3rd Floor
McKeesport, PA 15132
FAX #: (412) 675-8888
www.mycs.org

DEADLINE FOR APPLICATION: MAY 13, 2010