**JOB PURPOSE:** The Customer Service Representative (CSR) is responsible for screening [CHC] patients without insurance to provide them with enrollment assistance, insurance education, and community resources; orienting patients regarding [CHC] policies and procedures; and welcoming patients into the clinic. The CSR is also responsible for tracking and reporting of various data related to access to care.

**JOB DIMENSIONS:** The CSR must acquire a thorough working knowledge of the managed care program requirements and agency systems to smoothly integrate the program into current clinic practice. The CSR serves as a liaison between administration, enrollees, managed care plans, and providers for managed care programs.

**JOB QUALIFICATIONS:**

**Education:** Requires high school diploma or GED. BA or AA degree in related field preferred.

**Certification and Licensure:** N/A

**Experience:** Requires 1 year customer service experience and 6 months experience in medical insurance or billing. Experience dealing with underserved populations and cultural competency a plus.

**Specialized Skills & Knowledge:** Must have knowledge of health insurance options including Medicare, Medicaid, private insurance, and managed care programs.

**Other Qualifications:**

* Excellent organizational and customer service skills.
* Excellent verbal and written communication skills.
* Ability to produce work in high quantity and quality.
* Ability to work independently and be self-directed.
* Excellent general office skills, including basic knowledge of computer and office equipment (fax, photo copier, phone system).
* Proficient keyboarding skills for ability to input patient data quickly and accurately.
* Ability to work in a demanding, fast-paced environment with constant public contact, frequent interruptions, and occasional crisis situations.
* Ability to understand and respond effectively and with sensitivity to special population groups, including those defined by race, ethnicity, language, age, gender, sexual orientation, economic standing, & others.

**Blood-Borne Pathogens Exposure:** Category III