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| **Helping Restore Ability** | **Job Description** |

Title: **CDS Customer Service Specialist – Non-Exempt**

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| **Job Summary:** |
| Under the direction of the Customer Relationship Manager, the Customer Service Specialist provides customer service support to clients. Maintains appropriate resources to provide excellent client care efficiently and in accord with agency. Monitors programs standards in accordance with program guidelines and state regulations. |

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| **Job Qualifications:** | |
| Education: | Must have a high school diploma or equivalency plus additional training or education in a related field from a college, university, or technical school. Specialized education in business, health care administration or social services preferred. |
| Experience: | Two years of experience in customer service and data entry in a high-volume position preferred. Experience in a social services organization and with persons with disabilities a plus. |
| Skills: | High speed data entry using standard data logic software with a typing speed of approximately 40+ words per minute. Ability to create and use Excel spreadsheets. Ability to create and use Word documents. Ability to compose short memos with correct grammar, clear meaning, and accurate spelling. Ability to speak to clients by phone using correct grammar, reflective listening, and receive and document information accurately. Ability to maintain composure when addressing clients about problems. Ability to organize multiple tasks and track and assure completion. Ability to execute simple math equations, including percentages. Bilingual – Spanish/English or other language preferred, with fluent ability to speak and understand. |
| Other: | Reliable transportation, proof of auto liability coverage, and a valid driver’s license required.  Must be able to pass criminal background check and pre-employment drug screen per agency requirements. Proof of Covid vaccination required. |
| **Environmental and Working Conditions:** | |
| Work between remote and office as required, promoting efficient functioning and coordination of all agency activities to ensure the highest level of professionalism. Will need to be flexible with work schedule and periodically work extended hours. Overtime may be required. High call volume. | |

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| **Physical and Mental Effort:** |
| Visual/hearing ability sufficient to comprehend written/verbal communication. Able to deal effectively with stress. Meet requirements of agency infection control policies. Work requires the physical demands of sitting, standing, bending, lifting, stooping or performing other work requiring light physical exertion on an intermittent basis. |

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| **Essential Functions:** |
| * Interact with clients via telephone and email daily to answer questions and effectively solve problems. Send communications in required format to help with any issues regarding the client and attendant. |
| * Respond to disputes or complaints submitted by HHSC and/or the client in the manner prescribed by agency procedure. |
| * Attend meetings and training sessions as required to assist with continuous improvement of organizational processes and increase personal knowledge and skills. Assist with the quality improvement programs by monitoring all aspects of assigned programs and implement program modifications where indicated. |
| * Maintain client and attendant files to assure requirements are met for each. |
| * Enters notes into all HRA systems of the conversations that are had with Clients or Attendants. |
| * Maintain the information in the EVV system and other systems is correct, such as addresses, phone numbers and email addresses. |
| * Ensure accuracy in mailing and handling of Protected Health Information to prevent breaches of HIPAA requirements. Report inadvertent releases of PHI according to agency policy. |
| * Set up Clients with Kantime/Vesta data logic software |
| * Assist with paystub portal. |
| * Assist with all payroll issues by phone, ticketing system or walk-in. |
| * Advocate and inform current and potential clients about other resources in the community. |
| * Monitor Vesta geographical location. |
| * Responds and forwards information from the HubSpot and information emails. |
| * Monitors maintenance of client and attendant files to assure requirements are met for each. |
| * Backup for Payroll Coordinators as needed. |
| * Carry out other duties as assigned. |

**Statement of Understanding:** I have read the above job description and essential functions. I understand and agree to carry out these responsibilities as assigned. I understand and acknowledge that nothing contained in this job description may be construed as limiting the employer’s right to discipline or terminate my employment at any time for failure to perform satisfactorily.

Employee’s Signature: Date:

Manager’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: