

Job Announcement



**BIG
ISLAND
SUBSTANCE
ABUSE
COUNCIL**

Title: Call Center Support Specialist
Department: Administration
Status: Full-Time
Location: Hilo

POSITION SUMMARY	
<p>The Call Center Support Specialist is a qualified staff member with the ability to provide customer service call center support dealing with client calls for services.</p> <p>This position requires a customer service call center professional who can provide the clients with the need and care. Must have experience in handling a wide range of administrative and customer service demands and understand the complexities of dealing with our clientele and outside agencies. Must be able to relay concise and accurate information to management in order that proper care options be made available to the customer. Once trained the Call Center Support Specialist must be able to work independently and also in a team environment. Well organized, flexible and enjoy the Call Center challenges serving a wide variety of diverse people.</p>	
POSITION QUALIFICATIONS	
Minimum Education	High School diploma/GED or graduate of an accredited business or secretarial school.
Preferred Education/Experience	Minimum of two (2) years clerical experience, preferably in a human service non-profit agency or business setting. Minimum of two (2) years call center service specialist provider.
Required Certification/Registration	Basic Life Support: Adult CPR and First Aid; TB Annually; CPI Annually; Valid Hawaii State Driver’s License
Specific Competencies	Refer to attached Performance Standards/Indicators. Participates and maintains competencies/skills required for the position
Equipment Used	Agency assigned computer with a variety of software applications, fax machine, Xerox machine, multi-line telephone.
Working Environment	Modern well-lighted, air-conditioned work areas. Exposure to infectious disease is a minimal risk. Noise level in the environment is usually moderate. Verbal/physical assault is a minimal risk.
Physical Requirements	<ol style="list-style-type: none"> 1. See attached “Expected Physical Activities” 2. Frequent reading of printed materials is essential;

	<ol style="list-style-type: none"> 3. Listening skills necessary to effectively respond to supervisor, staff, referral sources and managed care companies. 4. Writing skills necessary to accurately document in the client's record and maintain filing system.
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RESPONSIBILITIES

1. Assist with all daily operations and other duties assigned
2. Perform all call center support duties including answering the telephone, refer calls to appropriate staff, and schedule assessments as required.
3. Work closely with the fiscal department in checking documents for accuracy (sign-in sheets), obtain additional information for incomplete documents and ensure errors are fixed, entering non-billable notes into INSPIRE+. Assist clients with completing insurance forms and submitting them to the DHS office.
4. Responsible for ensuring full compliance with all State, Federal and accreditation standards
5. Assists in completing insurance eligibility requirements
6. Assist with scanning of documentation into Electronic Health Records (EHR) system
7. Maintain client records in accordance with organizations policy and procedures and state standards
8. Observe federal regulations (42CFR) and HIPAA (Health Insurance Portability Accountability Act, 1996) governing the confidentiality of alcohol and drug abuse client's privacy and records
9. Prepare, compile and sort documents for data entry into INSPIRE+ and NextGen.
10. Update data pertaining to weekly or monthly reports for Supervisor
11. Work closely and provide executive support for all departments assigned by the Supervisor.
12. All other duties as assigned.

REQUIREMENTS

13. Demonstrate an understanding of the nature of substance use, abuse and addiction
14. Demonstrate strong written and oral communication skills
15. Demonstrate accurate computer skills

16. Demonstrate a basic understanding of call center operations, organizational information, administrative skills, and a working knowledge of the functions and operations of human services agencies.
17. Demonstrate a working knowledge of CARF requirements
18. Project a professional manner in communications with the public, personal conduct, appropriate dress attire, and language always. Maintain a professional relationship with clients, ensuring boundaries and ethics are always adhered to.

Submit resume and job application to: hr@bisac.com

Reviewed and Approved by: _____ *Date:* _____