

Missouri Connections for Health Job Description

Job Title: Administrative Assistant/Customer Service Rep

Department: All

Reports To: Operations Coordinator

FLSA Status: Exempt, Full-Time

Approved By: D. Scott Miniea, Executive Director

Approved Date: 4/22/2022

Summary

Provide administrative support to help ensure the programs meet performance goals, including internal quality control. This position also serves as front desk receptionist and Customer Service Representative during Medicare Annual Enrollment Period (AEP). The front desk receptionist is often the first point of contact for consumers needing assistance, and as such, requires a commitment to the mission, vision, and values of the program.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Answer front desk telephone, transfer, and relay messages as necessary.

Greet visitors and follow front desk sign-in procedures.

Keep parking lot clear of trash and ensure trash/recycling bins are moved to curb weekly.

During Medicare Annual Enrollment Period (October – December), answer helpline, gather caller information and refer calls to appropriate marketplace location.

Provide clerical support for CLAIM Trainers and Regional Liaisons (various logistics and data entry related to webinars, inperson trainings, newsletters, etc.) specific to CLAIM program.

Provide general support to Operations Coordinator and Executive Director in maintaining confidential files for assigned programs/departments (i.e., Grants, Contracts, Finance, and Human Resources).

Assist in preparation of monthly and other reports as needed.

Assist Outreach Coordinator with maintaining publication inventory and ordering outreach/educational materials through print vendors.

Type, format, and proofread letters, memorandums, meeting minutes, reports, manuals, educational materials, certificates, and newsletters.

Ensure organizational documents have proper logos and disclaimer.

Assist with labeling and mailing of newsletters, reports, brochures, surveys, and other mailings.

Serve as lead to execute archival process in SharePoint to maintain quality search results.

Purchase office supplies as needed.

Complete timesheets daily and sign in a timely manner according to company policy.

Submit appropriate expense reports and supporting documentation in a timely manner and according to policy.

Perform other duties as assigned.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Competencies To perform the job successfully, an individual should demonstrate the following competencies:

Customer Service - Manages difficult or emotional customer situations.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification.

Ethics - Treats people with respect; Works with integrity and ethically; Upholds organizational values.

Interpersonal Skills - Remains open to others' ideas and tries new things.

Teamwork - Supports everyone's efforts to succeed.

Organizational Support - Completes administrative tasks accurately and on time.

Quality - Looks for ways to improve and promote quality.

Quantity - Completes work in a timely manner.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent.

Dependability - Follows instructions and responds to management direction.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High school diploma or general education degree (GED).

Experience in a customer relations position, preferably telephone.

Minimum of one year clerical experience.

Knowledge of office principles and practices and experience with operation of standard office business machines.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.

Mathematical Skills

Ability to add, subtract, multiply, and divide in typical units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percentage and to create and interpret bar graphs.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

Intermediate knowledge level of standard office software including spreadsheets, presentation software, and word processing software such as Microsoft Office or Google Suite.

Minimum typing/keyboarding speed of 50 WPM.

Adobe Professional, Microsoft Office 365, and Zoom experience are a definite plus.

Certificates, Licenses, Registrations

None required.

Other Skills and Abilities

Ability to organize and track work.

Good verbal and written communication skills.

Attention to detail a must.

Ability to learn internal software applications that apply to the specific position.

Ability to prioritize work and manage multiple projects simultaneously.

Must maintain a professional demeanor in personal appearance, and positive internal and external relations.

Must maintain strict confidentiality regarding business operations.

Needs to anticipate deadlines and meet in a timely manner.

Other Qualifications

Must not have worked for an insurance company within the past year.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision and ability to adjust focus.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.