



**Williamson County and Cities Health District
Community Health Services
Customer Service Representative II**

Position Summary: Under the direct supervision of the Customer Service Manager or designee, this position is responsible for providing customer service support, receiving and responding to various public inquiries, scheduling appointments, and general duties related to clinic support. Serves as the entry point to the WCCHD Public Health Center (PHC). Responsibilities include answering multiple telephone lines, including Healthcare Helpline calls; routing calls to staff, ordering and keeping inventory of supplies, and filing.

Duties, Functions, and Responsibilities:

Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following: Other related duties may be assigned.

Each WCCHD employee's job description lists the specific tasks to be accomplished by the position the employee is filling at WCCHD. The WCCHD Employee Responsibilities are a set of general expectations for employees about how they work with each other and the public we serve. Each employee must sign an acknowledgment that they have been informed, understand, and agree to abide by these expectations. Violation of these responsibilities may lead to implementation of WCCHD's disciplinary procedures.

Customer Service and Program Support:

- Schedule appointments for clients receiving services at WCCHD PHC locations.
- Enter or update client information in eClinicalWorks or CHASSIS as needed.
- Provide clients with appropriate paperwork related to the services requested.
- Manage medical records according to policies and procedures.
- Follow protocol for incoming and outgoing calls.
- Interpret for Spanish speaking clients as needed.
- Fax reports, make copies of client charts as requested by other facilities, as well as for clients as required.
- Ensure compliance with HIPAA laws as they pertain to release and maintenance of medical information and client confidentiality.
- Distribute & collect client satisfaction surveys.
- Manage incoming and outgoing mail and fax correspondence on a daily basis.
- Order and restock office supplies as needed.
- Close receipt & deposit book as well as balance money with receipt book, petty cash, and change money on a daily basis and according to WCCHD policies and procedures.
- Participate in the office safety plan.
- When necessary, makes reports of Child Abuse or neglect of children.
- Participates in quarterly meetings and/or trainings.

Program Navigation Services:

- Assist with initial financial screening for potential clients.
- Assist with incoming WCCHD program applications according to protocol.
- Respond to provider and client inquiries concerning WCCHD, WilCo Care and other programs and services.
- Provide clients with information on other WCCHD services and community resources.
- Assist as a backup for Program Navigators at each clinic site.

Quality Assurance/Quality Improvement:

- Assist or be responsible for clinic quality assurance activities such as: refrigerator/freezer temperature, vaccine inventory reports, immunization recalls, or related reports.
- Assists in evaluating clinical service flow and volume to ensure delivery of services are efficient and effective.

Other related duties as assigned:

- May participate on a WCCHD committee or task force as assigned.
- In the event of a public health emergency, employees may be called upon to support WCCHD's response in ways that are outside the usual scope of their job responsibilities. This may involve working hours that are outside the employee's usual work hours. Employees will not be required to perform duties that are outside of their competence or professional licensure.

Education and/or Equivalent Experience:

- High school diploma or GED.
- Medical or other receptionist experience preferred.
- Bilingual (Spanish-English) required.

Licenses or Certifications Required: None

Knowledge, Skill, and Abilities:

Must possess knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed without posing a direct threat to the health or safety of themselves or others.

- Knowledge of office practices and administrative procedures.
- Ability to communicate and interact effectively with members of the public.
- Ability to handle stressful situations as they arise, on the telephone, and with clients in the office.
- Ability to determine solutions to problems.
- Ability to use related office equipment.
- Skill in using a computer and Microsoft Office Professional.
- Skill in taking and delivering messages.

- Maintain current driver’s licenses, auto liability insurance and reliable transportation.

Environmental Factors: Works mostly in a well-lighted, air-conditioned office. May work in various WCCHD offices around the County and in a variety of community locations. Occasional work activities may be outdoors and therefore, employee will be exposed to heat and cold. Extensive contact with the public. May have contact with persons who may be infected with contagious diseases. Tobacco-free workplace. Must comply with WCCHD Immunization policy.

Direct Supervisor: Customer Service Manager or Designee

Work Assignment Location and Hours: Taylor PHC, 115 W. 6th Street, Taylor, TX 76574; general hours M-F 7:30am- 4:30pm with alternating weeks of M-TH 10:00am-7:00pm and F 8:00am-5:00pm. This position may be subject to travel to other WCCHD PHCs in Georgetown, Round Rock, and Cedar Park. Work may require early mornings, evenings, weekends, and/or holidays. Extended hours may be required in the event of a public health emergency.

These job responsibilities have been reviewed with me by my supervisor and I agree that they accurately reflect my current assignment. I acknowledge that these responsibilities may change over time to accomplish the work of the Health District and that I may be required to assume other responsibilities in time of public health emergencies.

Employee Signature

Date

Supervisor

Date

Clinical Services Director

Date