



Community Healthcare Center

Reaching Out To Everyone

Client Service Specialist	
Purpose: Provide administrative support to the client services manager. The goal is to provide the highest quality customer service to meet or exceed client expectations.	
Position type Direct service volunteer	Commitment Level 4 hour shift 1 shift per week (2 shifts per week max)
Department Client Services	Reports to: Client Services Manager

Responsibilities:

- Assist in answering incoming calls, direct the calls appropriately and take thorough messages when necessary.
- Call patients to confirm appointments for the following day; document calls.
- Call referral patients to remind them of appointment and to pick up referral document prior to appointment.
- Inventory forms.
- Complete new patient packets as needed.
- Build charts for medical records.
- Audit next day's appointment charts for current forms.
- Enter "bad addresses" on patient demographics.
- Perform other duties, as assigned.

The health care provider stands in a fiduciary relationship with the patient. This relationship is bound by strict duties of secrecy and fidelity. Do not reveal any information about a patient's medical condition or treatment to anyone, either inside or outside the Center.

Skill Set

- Able to learn to operate phone system.
- Accurate and detail oriented.
- Solid organization skills.
- Ability to sit for an extended period of time.
- Basic counting ability.
- Elementary reading, writing and speaking proficiency.
- Can learn to use office equipment.

Volunteer Signature _____ Date _____

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