



# Northeast Valley Health Corporation

a california health<sup>+</sup> center

## Consumer Relations Specialist - Floater

Northeast Valley Health Corporation is a federally funded, non-profit community-based organization that operates Joint accredited licensed primary care health centers and is the 3<sup>rd</sup> largest WIC Program Contractor in the State of California.

The mission of Northeast Valley Health Corporation is to provide quality, safe and comprehensive healthcare to the medically underserved residents of Los Angeles County, particularly in the San Fernando and Santa Clarita Valleys, in a manner that is sensitive to the economic, social, cultural and linguistic needs of the community. Please take a few minutes to visit our web page at [www.nevhc.org](http://www.nevhc.org) so that you may have a better understanding of the variety of excellent services NEVHC provides.

### **Exceptional Benefits:**

- 10 to 20 Vacation days, based on the number of years of service
- 12 Sick Paid Days per year
- 11 ½ Paid Holidays per year
- Medical, vision, dental, short/long term disability and life insurances
- 403(b) Employer contributes 5.5%

### **BASIC QUALIFICATIONS**

Consumer Relations Specialist (CRS) is a customer friendly individual who performs services and duties related to patient managed care eligibility and processing for benefit services related to eligibility determination of clinic payer program. May serve as a back-up to all primary Business Office duties, i.e. Registration and Medical Records.

**Reports to:** Business Office Manager

### **Qualifications:**

- 1.High school graduate or General Educational Development (GED) Certificate with two years of experience in a community organization solving consumer problems.
- 2.Certified Application Assistant (CAA) Certificate desirable.
- 3.Certified Enrollment Counselor (CEC) by Covered CA.
- 4.Prior experience in or working knowledge of a managed care environment.
- 5.Must pass pre-employment Spanish exam and be able to demonstrate fluidity in translating, reading and writing.
- 6.Some knowledge and understanding of medical terminology, and billing codes preferred.
- 7.Ability to utilize a personal computer, with working knowledge of Microsoft office programs to include Microsoft Outlook.
- 8.Willing and able to work a flexible and sometimes variable schedule to accommodate the needs of the grant.
- 9.Current CA Driver's License, valid vehicle insurance, and an available vehicle required.
- 10.Prior experience as a Registration Clerk preferred.
- 11.The Practice Management Information access level is 2

*Northeast Valley Health Corporation provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. Northeast Valley Health Corporation complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities.*

**Qualified, interested parties should APPLY ONLINE at**  
<https://nevhc.org/about-us/careers/>