



## Job Announcement

### Call Center Representative

**ASPIRE   ACHIEVE   INSPIRE**

Are you looking for an exciting opportunity to assist underserved populations in gaining access to the quality health services they deserve?

**Join Our Team!**

The Achievable Health is a nonprofit Federal Qualified Community Health Center whose mission is to provide high quality, integrated care to individuals with intellectual and developmental disabilities, their families, and other vulnerable populations.

#### **POSITION SUMMARY**

Reporting to the Health Center Manager the Front Desk Representative will be responsible for providing front and back office support in a community health center whose emphasis is delivering healthcare to individuals with developmental disabilities and other vulnerable communities. This work will be done while using principles of trauma informed care through a Justice, Equity, Diversity, Inclusion + Belonging (JEDI+B) lens.

**SALARY:** \$20 - \$21/hr

#### **ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

- Deliver excellent customer service while interacting with patients, their caregivers, and other guests of The Achievable Foundation.
- Perform front office duties such as greeting, verifying eligibility; enroll in eligible programs, checking-in and scheduling patients. Perform other general office duties as needed.
- Maintain patient demographic information, consents and insurance information up to date in the patients' file.
- Assist patients' in connecting with the eligibility coordinator for any insurance queries.
- Collects patient payments and applied payment into the Electronic Medical Record.
- Provide health center information regarding hours of operations and services available at Achievable.
- Accurately obtain and route messages for department personnel.
- Keep registration forms stocked and maintain office supply inventory.
- Maintain the safety, comfort, and privacy of the patient.
- Relay any instructions the provider has left for the patient.
- Provide translation services when needed.
- Maintain confidentiality and security of Protected Health Information.
- Other duties as assigned.

## QUALIFICATIONS

- High School graduate or General Educational Development (GED) certificate.
- Working knowledge of a family practice setting.
- Must have a good working knowledge of personal computer applications and be able to type at a moderate speed; knowledge of an electronic health record, a plus.
- Ability to maintain patient confidentiality and adhere to HIPAA regulations.
- Must be able to interact with people of various socioeconomic status.
- Must be bilingual in English and Spanish.
- Strong communication skills both verbal and written are required.
- Understanding of private and public health plans, preferred
- Working knowledge of the various programs such as VFC, CHDP, CPSP, FPACT, EWC & PE, strongly preferred

## BENEFITS

We offer a comprehensive benefits package designed to support our employee's well-being and professional growth. The benefits include:

- Competitive Salary: We provide a salary that is competitive within the industry
- Medical, Dental and Vision and Life Insurance: We pay 100% of premiums for employees
- 403B Retirement Plan: Our employees can take advantage of a 403B retirement plan to help them plan for their future
- Paid Time Off: We provide vacation (2 weeks), sick (2 weeks), Holidays (12 ½ days) to support work-life balance and overall well-being
- Additional Benefits: We offer additional benefits that contribute to a positive and rewarding work environment

We strive to provide a comprehensive benefit package that meets the needs of our values employees

Learn more about how Achievable meets the special needs of children and adults with developmental disabilities by viewing the link [Achievable video](#) or by visiting our website at [www.achievable.org](http://www.achievable.org)

Interested candidates should send a cover letter and resume via email to [employment@achievable.org](mailto:employment@achievable.org). Please be sure to include the job title in the subject line.

**Achievable is an Equal Opportunity Employer**