



**cascade comprehensive care, inc.**

# Job Description

**Job Title:** Customer Service Representative I  
**Department:** Customer Service  
**Reports To:** Director of Customer Experience & Health Equity  
**FLSA Status:** Nonexempt

**Physical Strength:** Light (L)  
**Prepared By:** Rose  
**Prepared Date:** February 2017  
**Approved By:** Oksen  
**Approved Date:** February 2017

## SUMMARY

This position is responsible for interacting with members and providers, analyzing inquiries and providing clear and accurate information in a timely manner by performing the following duties.

## ESSENTIAL DUTIES AND RESPONSIBILITIES other duties as assigned...

1. Provides benefit information in a clear and concise manner.
2. Assists members and provider partners with authorization, eligibility and claim status and researches inquiries that require additional information not readily available in the claims system.
3. Documents calls in required computer system in a clear and consistent manner.

## JOB DUTIES

- Analyzes member and provider inquiries and determines steps for resolution.
- Ensures accuracy of member information and member advocate for continuation of coverage.
- Assists members with benefit coverage questions.
- Conducts appropriate research, follow-up and status updates to customers as calls are processed and resolved.
- Relays information to appropriate departments and personnel using established communication procedures.
- Initiates welcome touch point calls to new members.
- Seeks to develop and improve communication skills, conflict resolution, and team effectiveness.
- Enters data in various programs requiring proficient and accurate typing skills.
- Balances multiple tasks utilizing excellent organizational skills and prioritizes necessary steps to accomplish tasks timely and accurately.
- Maintains confidentiality and complies with HIPAA rules and regulations.
- Maintains punctual, regular and predictable attendance.
- Works collaboratively in a team environment with a spirit of cooperation.

- Displays excellent communication skills including presentation, persuasion, and negotiation skills required in working with members and coworkers and including the ability to communicate effectively and remain calm and courteous under pressure.
- Respectfully takes direction from manager.

## **SUPERVISORY RESPONSIBILITIES**

This position does not have any supervisory responsibilities.

## **QUALIFICATIONS**

Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to safety or health of employee or others. 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); and two to four years related experience and/or training; or equivalent combination of education and experience.

## **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. Ability to speak effectively before groups of customers or employees of the organization.

Bi-lingual in Spanish is preferred.

## **MATHEMATICAL SKILLS**

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

## **COMPUTER SKILLS**

Has advanced basic computer job skills including logging on to systems, ability to communicate by email, ability to compose documents, enter database information, create presentations, download forms, and preserve/backup important data.

## **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.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

This position does not require any certificates, licenses, or registrations.

## **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.



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# **Job Description**

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The employee must occasionally lift and/or move up to 25 pounds. 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; stoop, kneel, crouch, or crawl.

## **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.

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