



## **JOB DESCRIPTION**

**Job Title:** Care Representative  
**Department/Program:** Mental Health  
**Reports to:** Director of Mental Health

### **POSITION SUMMARY:**

The primary responsibility is meeting patients/clients at the front desk, verifying, identifying, ticketing and routing for medication, toxicology or other needs. An individual with a professional demeanor, capable of fast accurate work, handle confidential information, juggle multiple tasks while remaining calm and friendly.

### **ESSENTIAL DUTIES:**

- Greet and check-in patients/clients.
- Answer telephones, direct calls to appropriate staff, and send confidential e-mail messages.
- Enter patient/client data information into electronic medical record systems within a timely fashion.
- Make copies and file confidential documents.
- Gather, verify, and update insurance information.
- Schedule, confirm appointments, check-ups, and referrals.
- Receive payments, enter payments into deposit log, and post amounts paid to patients account using CIS or SAMMS.
- Review medical records to ensure completeness and file information appropriately.
- Create and file chart information using the charting reference guide (Mental Health only).
- Close patient/client charts (Mental Health only).
- Enter progress notes as needed in CIS system (Mental Health only).
- Other duties as assigned.

### **QUALIFICATIONS:**

A prospective staff member must meet the following qualifications:

- High school diploma or GED.
- 1 to 2 years of customer service or medical office experience preferred.
- Demonstrated proficiency in Microsoft Windows, the Microsoft Office Suite, the Internet, and general data entry.
- Strong communication skills.
- Experience and maturity in a busy multi-tasked business environment.
- Able to prioritize.
- Bilingual in Spanish/English at a business level.
- Excellent interpersonal telephone and written skills.
- Discretion and professionalism with confidential materials.
- Must pass a background check.

RFS offers a benefits package which includes, medical, dental, life, 403b, personal time off and more!