

**INGHAM COUNTY  
JOB DESCRIPTION**

**CUSTOMER SERVICE SPECIALIST – HEALTH DEPARTMENT**

**General Summary:**

Under the supervision of the Customer and Medical Services Coordinator, the Customer Service Specialist leads and supports the Health Plan Management Services Customer Service Call Center operation and staff. The Call Center receives an average of 400 calls a day from health plan members, prospective members, physician offices, pharmacies, hospitals and other health care service providers. In addition to performing the duties of the Customer Service staff, responsibilities will include continual staff coaching and maintaining the daily operations of the Call Center. This position will assist with hiring, training and evaluating Customer Service staff.

**Essential Functions:**

1. Leads the Customer Service Staff team by **a.** scheduling phone coverage and support duties to maintain Customer Service phone lines 9 hours per day, 5 days a week; **b.** assisting with ongoing staff education and training; **c.** participating and assisting in regular staff meetings **d.** assisting with disseminating information and updating resources needed to maintain accurate information used by staff in responding to customer calls **e.** serving as first responder for difficult callers requesting to speak to a supervisor **f.** assisting in evaluation of answering service
2. Interacts with other HPMS and Health Department staff as needed to assist in creating and maintaining policy and procedure for Customer Service staff.
3. Participates in Quality Improvement activities by helping in implementation of phone monitoring policy and monitoring processes.
4. Creates and maintains member records in the Call Center in a secure and confidential manner which complies with Health Department and HIPAA policies.
5. Utilizes word processing and other computer software to create forms, letters, correspondence, reports, spreadsheets, training materials and other documents.

**Other Functions:**

1. Participates in Health Department Emergency Preparedness Plan as assigned.
2. Other duties as assigned.

**Employment Qualifications:**

**Education:**

1. Bachelor's Degree in Business or Health Care related area of study or Associate's Degree combined with four or more years of relevant job experience.
2. Knowledge of medical terminology
3. Basic knowledge of managed care principles and scope of services provided in different health care settings
4. Basic knowledge and operational skills of computer programs including Microsoft Word, Excel, web-based applications and e-mail.

**Experience:**

1. Minimum of two years in a health care related setting
2. Minimum of one year in lead or supervisory role
3. Experience in a clinical setting preferred.
4. Experience in service to diverse, low-income population desired

**Working Conditions:**

Office environment. Extended periods of sitting, typing, viewing a computer screen and talking on the phone.

