



## Institute for Population Health

1151 Taylor Street  
Detroit, MI 48202

### POSITION DESCRIPTION

<b>Job Classification</b> Customer Service Representative	<b>Working Title of Position</b> Customer Service Representative
<b>Department/Program</b> Community and Consumer Engagement	<b>Salary Range</b> \$25,00 - \$30,000
<b>Sub-Program Unit (if Applicable)</b> Communicable Disease	<b>Number of positions</b> 1

### Position Information

#### General Summary of Function/Purpose of Position

- Under general supervision, reports directly to the Team Leader. Working in Health Information Planning Policy, Evaluation and Research areas.
- Performs clerical duties including: typing, answering the telephone, preparing correspondence, and completing various forms and paperwork.
- Schedule meetings, conference calls, and training groups.
- Maintain files and records.
- Codes data for input for electronic data processing; inputs and retrieves data using computers
- Track project milestones as directed by the Team Leader.
- Follow local and state policy on confidentiality.
- Issue Customer Satisfaction Surveys.
- Conduct client registration, data entry for billing, collect fees and log cash received.
- Order general office supplies, inventory capital assets.
- Navigate clients through the services area; follow through on check request, invoices, and vendor payments.
- Maintain a current contact list for community resources and stakeholders.

<u>CLASS/TITLE OF POSITIONS SUPERVISED</u>	<u>NUMBER OF EMPLOYEES SUPERVISED</u>
None	

#### Other key requirements for this position.

- Excellent verbal communication skills.
- Ability to follow written and oral instructions.
- Ability to tend to details and submit work with few errors.
- Ability to maintain records and inventories.
- Ability to operate a personal computer and software packages.
- Ability to work efficiently and effectively under time constraints
- Completion of emergency preparedness training (to include, but not limited to FEMA IS Courses 100, 200, 700, and 800) within 90 days of hire is required for this position.
- Participation in emergency preparedness exercises is required for this position
- Response during a public health emergency event is required for this position, including duties not normally performed

**Work environment for this position**

- Office
- Community
- Health Facility

**Qualification Information****Required Education**

- High School diploma
- Associates Degree in health, education, business, or related field preferred but not required

**Required Experience**

- Experience working with the public.
- Possess good written and communication/telephone skills and computer proficiency.
- Possess good interpersonal skills and ability to interact with other healthcare professionals, staff and the public.
- Previous experience with entering data into a large data base, retrieving files, and copying large documents.
- Experience with ordering supplies, inventories, and fee collections.
- Good attendance, honesty, and ethical business behavior.

**Other required Knowledge/Skills/Abilities**

- Ability to think creatively about customer services and community engagement.
- Organized with the ability to manage large and diverse work loads.
- Will be required to work evening hours on some days during the week. May work some Saturdays throughout the year.
- Ability to work to work effectively and efficiently under time constraints.

**Required Certifications/Licensures**

Must have reliable transportation, valid Driver's License, and Proof of Insurance.