



Us 2 Behavioral Health Care Inc

119 N McCarthy Rd Suite P

Appleton, WI 54913

(920) 903-1060

Client Service Representative

Type: Full-Time Salary

Location: Appleton / Onsite

We are seeking a Client Service Representative to support our Operations Team. Our mission is to advance health equity by removing barriers and creating an inclusive community where people can reach their full potential. We take pride in being an anti-hate agency. We incorporate equity, diversity, and inclusion into all aspects of our work. Candidates must be able to clearly articulate their ability to deliver services to historically marginalized members of the community.

Duties and Responsibilities

- Provide exceptional customer service
- Answer/Return phone calls and text messages
- Schedule appointments via Electronic Medical Record
- Ensure accurate client registration information
- Insurance verification
- Collect copays and client balances
- Fax/Scan confidential documents
- Elevate customer concerns to manager or supervisors as needed
- Consistently meet and attain required Key Performance Indicators (KPIs)
- Perform other duties as required.

Minimum Qualifications

- Demonstrate complete alignment with the agency's mission, vision, and values
- Minimum of a High School Diploma and 1 – 2 years of experience in customer service, Healthcare, or equivalent combination of education and experience
- Exceptional verbal and written communication skills
- Willingness to work different hours as dictated by staffing needs
- Integrity to follow HIPAA guidelines on maintaining client privacy

Preferred Qualifications

- Bilingual with the ability to provide services in multiple languages
- Previous customer service experience
- Previous healthcare or experience working in a clinical environment

Salary, Benefits, and other Employment

The salary range for this position is **\$35,360 to \$41,600** and is determined by the candidate's skills, knowledge, and experience. This position qualifies for the agency's benefits including medical, dental, vision, 401k, disability, accidental insurance, bonus pay, and paid-time-off.

To apply, email a cover letter and resume to

Rachel Stehula, Operations Manager: rachel@us2bhc.org

Us 2 Behavioral Health Care is an equal opportunity employer, and all applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, sexual orientation, gender identity or any other characteristic protected by law.

The statements above are intended to describe the general nature and level of work performed by employees assigned to this classification. Statements are not intended to be construed as an exhaustive list of all duties, responsibilities and skills required for this position.