

February 9, 2017

**CUSTOMER SERVICE ASSISTANT**

**DEPARTMENT: Central Administrative Office**

**FLSA: Non-Exempt**

**UNION: SEIU 73 Clerical**

**JOB POSTING: #17-033 (Exam Request title: Customer Service Assistant)**

<http://dscc.uic.edu/who-we-are/employment-opportunities-3/apply-for-a-career/> click link to apply.

**This vacancy is not posted on the UIC job board. You will not designate for which job you are applying until Step 3, the exam request. Division of Specialized Care for Children must be selected as the desired work location.**

**Minimum Acceptable Qualifications are:**

1. High school graduation or equivalent
2. Any combination from the categories below that equals 18 months.
  - (a) Responsible work experience in customer services, public relations, office administration, business and financial operations, healthcare administration or other closely related experience
  - OR
  - (b) College coursework as measured by the following conversion table or its proportional equivalent:
    - 30 semester hours equals 1 year (12 months)
    - 60 semester hours equals 2 years (24 months)

**A. FUNCTION**

Responsible for performing receptionist duties in the Central Administrative Office to include data entry of new or changed provider information into the database.

Responsible for providing back-up support for co-workers and other duties as assigned.

**B. WORK ACTIVITIES**

- Answers main multi-line telephone console and announces calls to Central Administrative Office staff.
- Receives, verifies and processes information for approved and non-approved providers including the data entry of new or changed provider information into data system
- Resolves provider data discrepancies identified by Fiscal Affairs through contacts with providers, State Comptroller and Agency staff.
- Communicates with Program Support Unit, Home Care Compliance and Audit Section and Regional Office staff regarding provider status. Assists the Program Support Unit with the renewal process for specialty teams & centers, including the

preparation of the renewal application packet and appropriate letter and any follow-up required.

- Coordinates and updates weekly staff itinerary.
- Provides back-up for annual re-approval process for Home Care Nursing Agencies, including the completion of the nurse license verification process, and Home Medical Equipment providers as needed.
- Retrieves and electronically distributes messages from toll-free number voice mail.
- Receives and disseminates faxes to the appropriate staff member using the e-mail system.
- Greets, announces and directs visitors and maintains a Visitor's Log.
- Corresponds with providers using available templates, selecting the appropriate form letter, completing required form fields and including appropriate enclosures.
- Conducts Random Moment Validation Sample Report by telephoning Regional Office staff as back-up to co-worker when needed.
- Works on special projects (i.e., monthly provider disciplinary report; microfilming records, inactivating providers with no activity over the last 24 months) as requested by Provider Enrollment Manager.
- Other duties as assigned.

### **C. KNOWLEDGE REQUIRED BY JOB**

- Ability to operate a multi-line telephone console.
- Ability to record accurate telephone messages.
- Ability to operate a facsimile machine and laser printers.
- Superior telephone etiquette and ability to deal effectively with users, vendors, peers, and management.
- Verbal and written communication skills.
- Knowledge of punctuation, sentence/paragraph structure and formatting, grammar and spelling.
- Ability to keyboard.
- Ability to proofread.
- Ability to file alphabetically.
- Knowledge of UIC-DSCC billing.
- Ability to use reference guides, manuals, etc.
- Ability to prioritize, set target dates and meet guidelines.
- Knowledge and experience with personal computer and software programs used by UIC-DSCC staff.

#### **D. POSITION RESPONSIBILITY**

- **Direct and Indirect Supervision Received**  
Receives direct and indirect supervision. Receives direct supervision from the Provider Enrollment Manager and also receives instructions from the Provider Liaison Specialist. Must be able to perform daily assignments independently. Daily workflow balance is necessary to achieve maximum productivity.
  
- **Guidelines Followed**
  - a. University of Illinois Policy and Rules – Nonacademic
  - b. State Universities Civil Service System Statutes & Rules
  - c. Department procedures and job aids
  - d. Administrative Services Unit Rules

#### **E. SCOPE OF DUTIES AND RESPONSIBILITIES**

- ***Complexity***  
Accuracy and prioritization are imperative. Ability to communicate under high stress situations. Requires familiarization with a variety of software and data processing programs and with UIC-DSCC procedures. Ability to multitask.

- ***Effect on others***

Position can have a serious impact on others. Accuracy and timely communications are of utmost importance. Strict compliance with UIC-DSCC confidentiality policy must be maintained with all child-specific information.

#### **F. PERSONAL RELATIONSHIPS**

- ***Personal Contacts***  
Contacts are made with and received from Chicago Administrative Office, Regional Office and Central Administrative Office staff, individuals and other state and private agencies and the general public. These contacts are made face-to-face, via telephone and by e-mail.
  
- ***Purpose***  
Contacts are made for the purpose of clarifying and obtaining correct and accurate information.

#### **G. ENVIRONMENTAL DEMANDS**

- ***Physical Requirements:*** Sedentary work.
- ***Work Environment:*** Work is performed in an office setting.