

**CUSTOMER SERVICE ASSISTANT**

**DEPARTMENT: Chicago Home Care Region 1**

**FLSA: Non-Exempt**

**UNION: SEIU 73 Clerical**

**JOB POSTING: #18-006 (Exam Request title: Customer Service Assistant)**

<https://jobs.uic.edu/> click link to apply

**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)

**FUNCTION**

Provides support to Care Coordination staff, perform receptionist duties and administrative support.

**WORK ACTIVITIES:**

Provides support to Care Coordination staff. Receives client referral information from agencies. Prepares client forms, scans and uploads documents and shreds PHI. Retrieves and electronically distributes messages from voice mail.

Processes incoming and outgoing mail and faxes.

Answers main multi-line telephone console and announces calls to the Regional Office staff.

Monitors and orders supplies. Responsible for keeping inventory current and reporting to Central Office as required.

Prepares and submits Bi-weekly time sheets.

Responsible for maintaining office machines. Keeps printers and copier filled with paper and toner. Monitors and refills postage meter as needed. Reports copy counts and postage usage to Central Office. Maintains shredder and requests repair service when needed.

Greets, announces and directs visitors and maintains a Visitor's Log.

Acts as liaison with landlord and maintenance providers.

Provides support for the coordination of Clinics. Maintains clinic spreadsheets and mail merges. Prepares form letters and reports. Packs and un-packs records and materials for clinics.

*The University of Illinois at Chicago is an Equal Opportunity, Affirmative Action employer. Minorities, women, veterans and individuals with disabilities are encouraged to apply.*

*The University of Illinois may conduct background checks on all job candidates upon acceptance of a contingent offer. Background checks will be performed in compliance with the Fair Credit Reporting Act.*