

THE BREATHING ASSOCIATION

POSITION TITLE: **Administrative Support 1**
RESPONSIBLE TO: **Customer Service Manager**

General Description:

Under administrative direction of the Customer Service Manager, this position will provide advocacy, instruction, and direction to and for HEAP customers. This engagement is supported by telephone, electronic and in person communication that relates customer service at its best in responding and engaging in customer's requests and concerns. TBA's Administrative Support staff are Gatekeepers for the organization and the first point of contact with our community at large.

Duties and Responsibilities

- 1.) Greets, directs, and informs customers of all agency programs. Provides eligibility criteria and mandates to consumers and then schedules appointments where appropriate. Provides key de-escalation of adversarial confrontations when necessary, at front desk; alerting security and Manager when de-escalation methods fail, and additional input is necessary.
 - a.) Maintains order in the lobby area.
 - b.) Answers phones promptly in a high-volume call center.
 - c.) Maintains incomplete file area and storage rental.
 - d.) Engages customers regularly when OCEAN/Portal and other technical failures delay services.

- 2.) Provides copies of customer's prized documentation to case managers at time of customer sign in. When in need of further information engages customer in discrete communication to maximize their confidentiality in an open area.

- 3.) Learns and uses additional software when provided (PandaDoc, etc.).

- 4.) Provides support to customers and case managers on a daily basis by accepting customers requested documentation by way of email, fax, in person drop off, or drop box pick up to complete applications. Administrative Support 1 screens documentation for completion in comparison to Incomplete Pending Request Form given to customer. Documentation is date stamped by staff or time stamped by fax, then scanned into HEAP File. Case file and documentation are placed in case manager's mail slot for pick up on same day except in cases where the documentation is faxed after 4:30pm. In those cases, documentation processes before noon next day.

- 5.) Administrative Support 1 should be HIPPA compliant. In addition, they are to be first aid and CPR trained due to the high number of medically vulnerable customers we serve.
 - a.) Support staff should complete Incident Reports immediately on all medical crisis and injuries.

- 6.) Appointments scheduled by Administrative Support 1 utility vendors will receive same day notification to place utility accounts on hold during Winter Crisis Program.

- 7.) Administrative Support 1 candidate must have the ability to complete various duties while simultaneously maintaining the front desk and file rooms. Calls are not to go unanswered and customers who come into our agency are to be promptly acknowledged.

- 8.) Administrative Support 1 will do basic trouble shooting of case inquiries before giving inquiry to a

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Case Manager to handle. This includes reviewing OCEAN and calling utility vendor for clarification. If issues are extenuating and beyond the Administrative Support's abilities, the customer would be guided to the Customer Service Manager for further assistance.

- 9.) Position should be able to perform outstanding customer service to consumers by providing compassionate, active listening, and responding to customer's needs in a timely manner. Follow through of promises made to consumers is expected.
- 10.) Responsible for monitoring front desk activity including the flow of customer interviews by HEAP Case Managers. Managers should be notified whenever any customer has been waiting more than thirty minutes for their appointment. Case Managers should be asked to keep their round robin pickups current, to maintain a constant ebb and flow of services.
- 11.) Serves as an advocate with utility vendors and community agencies that are in partnerships with The Breathing Association especially in cases of providing appointments to consumers in crisis through those agencies. Relates accurate information to customers concerning linkages and additional community resources.
- 12.) Position should assist in training and monitoring volunteers and temporary support positions to maintain department quality of services.
- 13.) Assumes other duties as assigned by Customer Service Manager, Director, and/or President and CEO.

Qualifications

1. High School, Associates preferred.
3. 1 year of experience in customer services.
4. 2 years of experience in clerical support preferred
5. Knowledge of English grammar & composition
6. Flexible and able to work as a team player in an office environment.
7. Ability and desire to work with diverse populations.
8. Must be a person of compassion, and able to maintain composure in a high-volume office setting.

Signed _____

Date: _____

Terms of employment: Applications should be faxed (**no calls please**) to 457-1934 or e-mailed to Careers@breathingassociation.org or mailed to 788 Mt. Vernon Avenue, Columbus, Oh. 43203, Attn: Denise Steward, Office Manager. TBA is an Equal Opportunity Employer.