

TITLE: Client Engagement Specialist**STATUS:** Full time/M-F**LOCATION:** Green Bay, WI**SALARY:** \$14-\$17/hour**JOB SUMMARY**

The Client Engagement Specialist is responsible for implementing the daily activities involving the client and guest experience at Foundations' Green Bay office. This position is the first interaction with a client seeking mental health care. The position conducts client intakes, interacts with clients, and maintains accurate client and administrative records with care, compassion, and professionalism.

DUTIES AND RESPONSIBILITIES

Duties and responsibilities include, but are not limited to:

- Process client intakes, including proper paperwork, scheduling, provider assignment, and process closed clients
- Keep and maintain accurate client records, and provide client records to providers in accordance with daily appointment schedules
- Provide all aspects of customer service for clients and guests of Foundations
- Perform friendly and empathetic client interactions, including client reminder calls, appointment changes, and client check-ins
- Maintain accurate open status list and waitlists for providers
- Accurate and timely response to medical record requests
- General office tasks, including opening and closing procedures, keeping front desk, waiting rooms, copy room, and chart room organized, tidy, and free from clutter
- Work with clinical and other support staff on needs related to client and guest engagement
- Ensure that confidentiality is maintained in all task

REQUIREMENTS

- Post High School education or equivalent
- Prior experience with client/patient intake in a clinic setting
- Customer service with clients/general public; focused on trauma informed care
- General office and computer work
- Experience working with and verifying health insurance a plus
- Strong in-person and telephone communication skills, and positive attitude

- Proficient in computer skills, including Microsoft Office programs and data entry
- Must be self-motivated, creative, energetic, and professional
- Must be able to work independently and as part of a team
- Must be able to clearly communicate with a diverse audience

VALUES

- Place a high priority on professional conduct and quality
- Be willing to make a professional and personal investment in the future of the organization and its mission
- Promote an atmosphere of fun and friendship
- Acts with integrity towards colleagues, clients, and community members
- Be comfortable and committed to the integration of spirituality and faith in our relationships with our colleagues and clients