



Job Title:	In Home Services Specialist
Department:	In Home Services
Reports to:	In Home Services Manager
Primary Location	Front Office

FLSA Status	Full Time-Non Exempt
Prepared by	ARH/RP/LW
Approved by	RP/ARH/LW
Date	12.20.17

Basic Function:

In Home Services Specialist assists with the daily functions of the In-Home Services Department including answering phones, maintaining client records via the company’s database program, and communicating interdepartmentally.

Essential Duties and Responsibilities

- Perform new client intakes, initiate service, record changes in service, and conduct wellness checks with a high degree of accuracy.
- Communicate regularly via E-mail and telephone with delivery department and client assessors.
- Provide customer service and support for clients and the general public.
- Direct telephone calls to the appropriate department.
- Maintain client files and protect confidentiality.
- Performs other duties as assigned.

Skills

- Basic math skills.
- Detail oriented.
- Able to multi-task and/or switch job duties quickly.
- Must be a team player and work well in groups.
- Excellent communication skills, both written and verbal.
- Independent time management.
- Excellent decision making and problem solving skills.
- Excellent computer skills; Microsoft Office and databases.

Education/Training/Experience Required

- Previous experience working in customer service.
- Previous experience working with the elderly .

Physical Demands

- Ability to work in a seated position with continuous computer screen time, phone work and keyboarding.

Work Environment

- Work environment will have a moderate level of noise

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by the people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. The listed duties may be changed at the discretion of the incumbent's manager/supervisor.

I certify that I am able to perform the functions of this job with or without accommodation. I have received a copy of this job description.

- Are there any job tasks or functions of this job you are unable to perform? Yes No

If yes, explain: _____

- Do you need accommodation to perform any functions or tasks of this position? Yes No

If yes, explain: _____

Employee Signature: _____

Date: _____

**** All qualified candidates will receive consideration for employment without regard to race, creed, color, religion, national origin, gender, gender identity, sexual orientation, disability, marital status, height, weight, or age. ****