



Member Services Specialist

We have a great opportunity for a full time Member Services Specialist in our Lewiston Office. We have been chosen as one of Maine's Best Places to Work in 2012, 2013 and 2015. SeniorsPlus is the designated Agency on Aging and Disability Resource Center serving Franklin, Oxford and Androscoggin Counties.

The Member Services Specialist will provide administrative support to the agency with a primary focus on the EIM Care Coordination team in requesting and processing consumer-related information, determining consumer eligibility and consumer payments while adhering to all agency policies and procedures.

DUTIES & RESPONSIBILITIES:

Provide administrative assistance to the Care Coordination team by:

- Processing general correspondence to consumers and providers;
- Completing consumer staffing searches with contracted providers;
- Assisting with coordinating and scheduling consumer home visits;
- Ensuring HIPAA compliance;
- Determining Home Based Care consumer payments and assisting consumer with adherence to monthly payments;
- Processing information and correspondence with State agencies and agents;
- Providing excellent customer service to clients, service providers, and other employees and to the public by demonstrating high regard and respect for all persons that the Agency works with.

QUALIFICATIONS/ABILITIES:

- Must have excellent oral and written communication skills;
- Ability to interact and communicate with all levels in the Department and Agency;
- Must have excellent interpersonal skills to handle sensitive and confidential information;
- Ability to type 40 words per minute with 100% accuracy;
- Ability to work with specific computer software: Microsoft Office Applications, Databases, dual monitors;
- Ability to follow up on tasks to completion;
- Must be a critical thinker/problem solver;
- Ability to multi-task effectively.

EDUCATION and/or EXPERIENCE:

Associates Degree and one year administrative, business or related experience and/or a combination of 4 years related experience and training.

Interested individuals should submit a letter of interest, including salary requirements, and resume no later than **Friday, December 15, 2017** to jobs@seniorsplus.org; or

SeniorsPlus Human Resources
8 Falcon Road
Lewiston, ME 04240

SeniorsPlus is an Equal Opportunity Employer