



SENIORSPLUS HAS EARNED THE BEST PLACE FOR WORKING PARENTS® BUSINESS DESIGNATION

IN RECOGNITION OF THEIR COMMITMENT TO SUPPORTING WORKING PARENTS

THROUGH THEIR FAMILY-FRIENDLY POLICIES AND PRACTICES.



Member Services Specialist Full Time Hybrid Position

SeniorsPlus has a full-time, 40-hour/week position for a Home-Based Care Member Services Specialist working remotely or in the Lewiston office.

The Member Services Specialist will provide administrative support to the agency with a primary focus on the LTSS Care Coordination team in requesting and processing client-related information, researching client eligibility and assisting with Home Based Care copayment activities as needed while adhering to all agency policy and procedures.

Responsibilities Include:

- Processing general correspondences to clients as directed by the Care Coordinators (CC).
- Processing provider referrals and service authorizations to client providers as directed by the Care Coordinators (CCs).
- Updating the client staffing search document and posting online daily.
- Completing reminder calls of scheduled client home visits as requested by CCs.
- Researching client data as requested by supervisory staff.
- Processing information and correspondence with state agencies and agents
- Completing annual section 63 copayment reviews with clients.
- Documenting client-related work in the client's record in accordance with departmental standards.

Minimum Qualifications:

- Associate's degree and one year administrative, business or related experience and/or a combination of 4 years related experience and training
- Experience in customer service/relations preferred.
- Excellent oral and written communication skills
- Excellent interpersonal skills to handle sensitive and confidential information
- Knowledge of Microsoft applications
- Valid Maine driver's license.
- Must receive favorable results from driver's license, reference, and criminal conviction background checks for any offer of employment.

Benefits:

- 13 paid holidays plus generous earned benefit time
- Health & Dental Insurances
- Vision Program
- Life and Accidental Insurances

- Short Term Disability Insurance
- Pension Plan
- Employee Assistance Program (EAP)

Pay Range/Schedule:

- \$19.35 - \$21.79/hour (based on qualifications and experience)
- 40 hours per week

Interested candidates should submit a letter of interest and resume to jobs@seniorsplus.org or:

Human Resources
SeniorsPlus
8 Falcon Road
Lewiston, ME 04240

SeniorsPlus is an Equal Opportunity Employer