

## **Gleaners Community Food Bank of SE MI Job Description**

**Job Title:** Healthcare Customer Service Coordinator  
**Reports To:** Program Manager Healthcare  
**FLSA Status:** Non-Exempt  
**Department:** Operations  
**Last Update:** November 2020

The scope of this position spans customer service coordination for Healthcare Initiatives. This position is responsible for healthcare administration, including customer service, scheduling, making reminder calls, maintaining database information, and surveying.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Serve as the first point of contact for consumers over the phone. This could include communicating menu options, scheduling deliveries, and helping to resolve any enrollment-related issues.
- Accurately document consumers information including address, phone number, menu requests.
- Maintain consumers records and documentation.
- Work with confidential consumer information.
- Accurately log consumer interactions in delivery management system, including monthly surveys.
- Input orders, data updates and cancellations.
- Respond to requests made by consumer inquiries and questions by providing information. Make referrals where needed.
- Communicate in a timely manner all pertinent changes in the schedule to team members.
- Proactively communicate issues and concerns that need follow-up to team members.
- Demonstrate and support the Gleaners mission, vision and values throughout all professional responsibilities and activities.
- Other duties as assigned.

### **Scope of Position:**

Budgetary Responsibility: Low  
Personnel Responsibility: None  
Access to Confidential Info: High  
Supervisory responsibility: None  
Donors: Low  
Volunteers: None  
Food Partners: Moderate  
Outside Vendors: Moderate

**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**Education/Experience**

- A track record of providing excellent customer service
- A minimum of five years' experience working in an administrative support role
- Nonprofit experience, preferred
- Bi-Lingual Mandatory Arabic
- Results-oriented with a strong team and service orientation work ethic

**Language Ability**

Excellent verbal and written communication skills, as well as strong interpersonal skills.

**Math Ability**

High degree of comfort with writing and managing budgets required.

**Reasoning Ability**

Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Demonstrated problem-solving and decision-making ability to correct unforeseen issues on the spot during events. Ability to work with volunteers, community leaders, and the public. Ability to multi-task, prioritize and perform under pressure. Ability to adapt to a flexible work schedule is also required.

**Computer Skills**

To perform this job successfully, an individual should have a thorough working knowledge of the Microsoft Office suite of products.

**Work Environment**

The standard work environment is an office setting with fluorescent lighting and temperature and humidity controlled by air conditioning and heating. The noise level in the work environment is usually low. The employee will occasionally be required to perform duties in a wide variety of settings (e.g. warehouse or industrial environments, outdoors, other corporate settings).

**Physical Demands**

The employee must occasionally lift and/or move up to 35 pounds. While performing the duties of this job, the employee is frequently required to speak, hear, and use hands. Moderate amounts of walking, sitting, or standing are occasionally required. The position may also require intra and interstate travel by automobile, airplane, etc.