



**MEMORY CARE™**  
**HOME SOLUTIONS**

4389 West Pine Blvd

St. Louis, MO 63108

[www.memorycarehs.org](http://www.memorycarehs.org)

## **Memory Care Home Solutions**

### **Client Services Representative**

#### **Organization Overview**

Memory Care Home Solutions (MCHS) is a 501(c)(3) nonprofit organization that exists to improve dignity and quality of life for people living with dementia and their care partners by transforming evidence-based interventions into effective healthcare solutions. The vision of MCHS is that all people with dementia and their families will have access to the highest standard of care to live on their own terms, safely and with dignity. Through our services, family care partners are equipped to provide the best possible care to their loved ones, effectively manage dementia progression at home, and sustain meaningful relationships within the family. Memory Care Home Solutions actively partners with national and local stakeholders to minimize health care utilization costs at the individual, community, and institutional levels.

#### **Position Overview**

The Client Services Representative is the first point of contact for clients, referral partners, and visitors to the organization and therefore must represent the highest standard of customer service and perform all duties in a manner consistent with our mission, value, and service standards. The Client Services Representative is highly visible in their daily interactions with patients/visitors and must therefore project a positive demeanor at all times, including greeting patients/visitors with warmth and enthusiasm, and maintaining an upbeat, positive attitude in interactions with patients, visitors, and coworkers. This position will be cross trained to cover client intake, scheduling, and reception. This is a 40 hour/week in-office position.

#### **Job Duties**

- Meet, greet, and assist clients/visitors promptly, efficiently and in a professional manner.
- Triage all incoming calls to the organization and connect with the appropriate staff member.
- Educate callers on program services; process incoming referrals; complete intake and scheduling per established protocols.
- Create and maintain thorough and accurate client records and data entry.
- Maintain exceptional attention to detail, effective use of time management, and proactive communication.

- Perform office management and reception duties as required including rooming clients for appointments, setting up meetings, maintaining organized/orderly visitor areas, light cleaning, processing mail, and clerical work.

**Required Qualifications**

- HS diploma and sufficient experience and demonstrated skills to successfully perform the assigned duties and responsibilities.
- Excellent verbal and written communication, especially in phone-based interactions.
- Excellent interpersonal skills to work effectively in a diverse team and with diverse clients.
- Strong organization skills; ability to work independently on assigned tasks as well as accept direction on assignments.
- Strong computer skills including Microsoft Office, data entry, and schedule/calendar management; electronic medical record experience preferred
- 1 or more years of experience working in a healthcare setting
- Ability to sit at a desk and answer the telephone/ perform data entry up to 8 hours a day/ lift up to 30 lbs

**Compensation Package and Reporting**

- Position reports to and works under the direct supervision of the Clinic Manager
- Salary Range: \$15-\$17 per hour, commensurate with experience
- Two weeks paid vacation
- 10.5 paid holidays
- Opportunity for \$.50 raise at 6 and 12 months, based on meeting exceptional performance standards
- Medical, dental and vision benefits and retirement savings available

<p><b>Program Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Process all program intake calls and communicate knowledgeably regarding mission and services</li> <li>• Create, maintain, and update client records (assessments, communications, and client information) in the database and electronic medical record</li> <li>• Perform quality assurance procedures, including completion of data audits</li> <li>• Schedule in-office and telehealth client appointments and manage new client assessment materials for program staff</li> <li>• Greet clients for in-office appointments and complete check-in procedure</li> <li>• Maintain training venue and client meeting spaces.</li> <li>• Conduct MCHS training venue tours</li> </ul>	<p>90% of time</p>
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	<ul style="list-style-type: none"> <li>• Perform other programmatic duties as needed</li> <li>• Perform daily data entry and assist other administrative positions in their data entry when needed</li> <li>• Prepare weekly referral reports</li> </ul> <p><b><u>Measurables:</u> Points are defined above</b></p>	
<p><b>Office Management and Support Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Answer all incoming calls to the organization</li> <li>• Greet visitors to MCHS office</li> <li>• Maintain meeting spaces, set-up for meetings, ensure clean and orderly meeting spaces</li> <li>• Review, create, and manage program documents</li> <li>• Track inventory and order supplies for the program department</li> <li>• Coordinate materials for health fairs, marketing, and tours</li> <li>• Perform other administrative duties as needed</li> <li>• Support the functions of other administrative positions in team-based approach, including trash and recycling</li> </ul> <p><b><u>Measurables:</u> Points are defined above</b></p>	<p>10% of time</p>