

TITLE: COMPLIANCE TECH/CUSTOMER SERVICE POSITION

General: The Compliance Tech/Customer Service position will be cross-trained to provide assistance for a variety of job functions, including customer service, delivery, filing, O2 concentrator checks, and others as indicated by the branch manager. Must be knowledgeable of all equipment and company policies.

Responsible To: Branch Manger

Qualifications

Physical:

1. In an average 8 hour day the employee lifts/carries up to 90 pounds frequently.
2. In an average 8 hour day the employee stands/walks 4 hours.
3. In an average 8 hour day the employee sits 4 hours.
4. In an average 8 hour day the employee drives 5 hours.
5. The employee lifts/carries up to 170 pounds maximum.
6. Must be clean & neat in personal appearance - uniform provided.

Education:

1. High school diploma or G.E.D. equivalent preferred.
2. Prior work experience in health care field preferred.

Experience/Knowledge/Personality:

1. People sensitive characteristics with desire to help others.
2. Computer experience preferred.
3. Able to function as a polite and cooperative team member with a positive attitude.
4. Must be detail oriented.
5. Excellent driving record.
6. Able to work independently with minimal supervision.
7. Must be flexible and willing to perform a variety of job tasks.
8. Able to maintain confidentiality.

On Call:

1. On-call as per company policy; schedule set by branch manager.

Responsibilities and Duties:

1. Perform equipment checks and service of oxygen equipment and related equipment following company policy in an efficient manner.
2. Document all equipment service and maintenance work in appropriate records. Complete and submit records for audit purpose as designated by branch manager per company policy.
3. Maintain and update plan of care for customers following home visits.
4. Assist with deliveries, pick-ups, shipping, in store cleaning, filing and other duties as requested by Manager.
5. Maintain vehicle and complete appropriate records.
6. Review work schedule, and report any problems or issues to branch manager.
7. Assist with inventory control of equipment and supplies.
8. Have a working knowledge of computer systems.
9. Understand and follow Rice Home Medical code of conduct concerning applicable laws and ethical business standards.
10. Be aware of medical policies and reimbursement requirements of equipment and supplies.
11. Demonstrate timeliness, courtesy, sincerity and patience when dealing with customers and employees. Promote the company in a positive and professional manner.
12. Attend workshops, in-services, or other training as appropriate to perform job functions.
13. Maintain customer confidentiality and adhere to HIPAA regulations in relation to customers PHI at all times.
14. Attend in-store and company meetings.
15. Perform other duties/tasks as requested by management.