

**DIVERSIFIED HUMAN SERVICES, INC.**

**JOB VACANCY NOTICE**

**POSITION:** Care Concierge

**PAY GRADE:** 6

**WAGE:** \$21,177 (as a minimum)

**ESSENTIAL FUNCTIONS:**

- Will serve as the program's initial contact with the public, clients, family members, etc., providing and receiving factual information about the program or services.
- Performs a variety of office tasks and a wide range of support procedures and functions required by the agency and/or program for successful operations and the expeditious delivery of quality services.
- Conducts successful task and/or assignment completion, including emergency situations, within established procedures and protocols.
- Assists with the tracking and resolution of program service authorizations and other data entry errors.
- Responsible for processing information, processing mathematical computations and/or data input, and the satisfactory completion of appropriate output, documents, information, reports, and the like.
- Maintains appropriate and assigned communications with all levels of staff, vendors, health care providers and institutions, clients and their family, etc.
- Screens visitors and phone calls for program and office staff.
- Responsible for stocking and ordering office supplies.
- Responsible for all incoming and outgoing mail.
- Ensures the accuracy, format, grammar, completeness and consistency of information processed.
- Maintains and processes rosters, records, client information, various program forms, and chart order.
- Adheres to all policies, laws, regulations, and codes of ethics and confidentially as outline by federal and state laws, and agency policies and procedures.

**QUALIFICATIONS:**

- Must have a minimum of three years of experience or equivalent combination experience and training, as determined by the Agency, or experience as a Secretary 1.
- High School Diploma or GED.
- **Must be able to begin work at 7:30AM**
- Demonstrated proficiency on a typewriter and/or computer keyboard, at a minimum speed of 45 words per minute with no more than 3 errors.
- Ability to utilize Microsoft Office products, specifically Excel Spreadsheets.
- Demonstrated ability to perform work requiring preciseness with a high degree of accuracy.
- Ability to sit for long periods of time during the workday.
- Ability to operate a keyboard and multiline telephone simultaneously with a high degree of accuracy.
- Ability to occasionally lift office supplies weighing up to 25 pounds.
- Must successfully obtain Criminal History Clearance from the PA State Police, Child Abuse Clearance from the PA Department of Human Services and FBI Fingerprint Clearances.
- Must not be excluded from participation in Medicare, Medicaid or any other federal health care providers.

**QUALIFIED INDIVIDUALS MUST SUBMIT A LETTER OF INTEREST TO THE SOUTHWESTERN PENNSYLVANIA HUMAN SERVICES, INC., OFFICE OF HUMAN RESOURCES, 300 CHAMBER PLAZA, CHARLEROI, PA 15022-1607, ATTENTION: POSTING#18156-NO LATER THAN JULY 28, 2018.**

**EQUAL OPPORTUNITY EMPLOYER**