

Client Care Administrator

[Positive Energy Physical Therapy & Sport Performance](#)

This is a role scorecard. It is a job description of sorts that tells you exactly what is important in your position on The Team.

Seeking Full Time Employment with a Competitive Salary

Benefits package include:

- Paid time off
- Sick Time
- Paid Holidays
- Continuing Education Allowance
- Health Care
- Retirement Plan

If this position is exciting to you, please answer the following questions and send along with your resume to: jobs@positiveenergypt.com.

1. Why do you want to join the Team at Positive Energy?
2. What were you responsible for at your last position?
3. Describe a time when you exceeded expectations in a previous position.
4. Identify up to 3 accountabilities from the scorecard that you do not have experience doing.

Date scorecard updated:	January, 2022
Functional Role:	Client Care Administrator
This role reports to:	Client Care Manager
Who reports to this role:	n/a
Purpose of the role:	Enhance the client experience through great service and support the effective operation of the office.
Key Accountabilities:	<ul style="list-style-type: none">• Answer and manage phone lines with Call Hero.• Schedule evaluations and manage follow-up appointments.• Maintain provider waitlist.• Collect and record payments.• Prepare and manage client charts.• Foster intra-office communication with clients, manager, and coworkers.• Maintain office and workspace cleanliness.• Obtain cost estimates and communicate to clients.• Assist with insurance authorizations.• Participate actively in professional development.

Please follow the process above as it is the same for any member of our Team. We take seriously selecting those who would join our Team and take care of our clients.

Company Core Values:	<ul style="list-style-type: none"> ● Give Respect. Earn Respect. ● Do Good by Putting Clients First. ● Be Self-Aware. ● Practice Legally, Ethically and Honestly. ● Act Now. Do It Today. Get Results. ● Strive for Excellence and Knowledge. ● Blending the art and science of the patient experience. ● Listen to Understand. Ensure Clarity. Engage with Candor. ● Display your Optimism.
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Key Performance Indicators:

New Client booking rate	Green	>95%		Copayment Collection rate	Green	>95%
	Yellow	95%-90%			Yellow	95%-90%
	Red	<90%			Red	<90%

Recruiting Requirements:

Behavioral Competencies:	1 – Customer Focus 2 – Time management 3 – Assertive / Accountable 4 – Resourcefulness / Initiative 5 – Optimistic Energy	6 – Team Player 7 – Adaptability 8 – Independence 9 – Self awareness 10 – Analysis / Problem solving
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Qualifications:	AA degree or equivalent
Skills:	Able to communicate clearly and with sensitivity Able to use empathic listening and de-escalation techniques Able to demonstrate proficiency with computer and EMR software Able to demonstrate attention to detail and organizational skills Able to follow rules and guidelines as defined by management
Experience:	At least 1 year of customer service experience At least 1 year office experience Preferred experience in a healthcare delivery field or equivalent

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