

Client Services Supervisor

Position Summary:

Provides supervision to corps of Client Services Specialists (CSS), who are responsible for processing applications of persons living with HIV in need of assistance from the STD/HIV Program's Louisiana Health Access Program (LA HAP). The CSS Supervisor will be responsible for supervising, hiring, and training CSS, providing quality management and monitoring duties of CSS, and interacting with clients and providers who need assistance completing the LA HAP application and answering questions regarding the status of their LA HAP applications.

Qualifications:

Bachelor's degree with at least three years post-degree experience required. Masters degree preferred. Supervisory experience strongly preferred.

Customer service skills: These are necessary for interacting with patients and external community partners to review and collect necessary patient-specific information and provide accurate information. Excellent listening skills are critical to assess and address patient needs. Communication skills are important to accurately convey information.

Technical and clerical knowledge: Experience with health insurance, including Medicare, is strongly recommended. Knowledge of personal computers and various software programs is required. Moderate knowledge of MS Word, Excel, and Access recommended.

Adaptability and interpersonal skills: The ability to adapt to change is essential, as programs and their requirements, procedures, and insurance benefits change frequently.

Interpersonal skills are required to ensure the highest level of patient service that can only be accomplished through teamwork.

Send cover letter, resume and three professional references to: Matthew.arnold@la.gov

Must reference: Client Services Supervisor in the subject line