

Job Title: Admissions/ Call Center Rep

Reports To: Call Center Coordinator or Admissions Manager

About CLARE | MATRIX: CLARE | MATRIX is a nonprofit organization providing effective and compassionate treatment, recovery, and prevention services for alcoholism and substance abuse to individuals, families, and the community.

Since 1970 CLARE | MATRIX has provided quality substance abuse and mental health treatment to men, women, and children in southern California.

Through programs run by a compassionate, committed, results-oriented team of counselors, therapists, and administrators, CLARE | MATRIX continues to build its reputation as a leader in Evidence-Based Treatment practices and continues to break new ground in the areas of positive outcomes, outreach, research, and community involvement.

Headquartered in Santa Monica, CA CLARE | MATRIX maintains 18 facilities in the southern California region; providing services to participants in a manner consistent with its Core Values: Compassion, Teamwork, Integrity, Empowerment and Adaptability.

Summary: The Call Center Representative is responsible for providing phone coverage and generating interest in CLARE | MATRIX treatment program offerings and working with potential clients and their families to facilitate an admission. Our Call Center Representative answers all pre-admissions/general intake questions from potential clients, families or their referral sources. They conduct over the phone screenings, schedule intakes, and assist clients with understanding their insurance benefits.

Specific Responsibilities:

- Provide phone coverage during assigned shift
- Ability to generate interest in our treatment program offerings
- Ability to advise callers on the treatment process and move potential clients past their barriers to treatment
- Document all client information and communication in Salesforce
- Maintain knowledge of our treatment center's service offerings and current census
- Timely follow ups with qualified clients to ensure admission
- Professional and positive attitude in the work place and with all callers
- Provide excellent customer service to potential clients and their family members
- Ability to successfully prioritize in a fast-paced working environment



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- Communicate insurance verification results to potential clients
- Discuss payment options with client and/or family
- Refer caller to appropriate facility outside of our network if they are not appropriate for one of our treatment centers
- Follow all call center protocols and processes
- Adhere to company HIPAA and confidentiality policies
- Comply with instructions and direction from Call Center Coordinator, in the interest of establishing priorities
- All other duties as assigned

Knowledge, Experience & Skills:

- The ideal candidate will have counseling experience in a substance abuse treatment center setting.
- Counselor Experience highly preferred
- Must have 1-2 years of experience within the mental health and substance abuse field working over the phone or face to face with clients.
- CAADAC or related certification is a plus
- Excellent computer based and telephonic skills - Salesforce experience is a plus
- Ability to prioritize and multitask
- Excellent interpersonal and communication skills with a strong client focus

Physical Demands:

While performing the responsibilities of the job, the employee is required to talk and hear. The employee is often required to sit and use their hands and fingers, to handle or feel. The employee is occasionally required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch or crawl. Vision abilities required by this job include close vision.

These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions.

Work Environment:

This job will be primarily located at the CLARE | MATRIX offices in Santa Monica, CA. While performing the responsibilities of the job, these work environment characteristics are



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representative of the environment the job holder will encounter. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the job.

Conclusion:

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. But, this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.

By my signature I acknowledge that I have received and reviewed a copy of this job description:

Employee Printed Name and Signature

Date

CLARE | MATRIX is an equal opportunity/affirmative action employer. CLARE | MATRIX does not discriminate because of gender, sexual orientation, race, religion, age or physical, mental or sensory challenges. No qualified applicant will be denied employment sole on the basis of having or not having a prior history of alcoholism or other drug addiction.

