



Position Description

Classification Title: Customer Relations Manager

FLSA Status: Exempt

Supervisor: Executive Director

Exemption Status: Professional

Facility: Norman

Employment Status: Full Time (40 Hours)

Program: Administration

Distinguishing Job Characteristics:

This position works directly with the Executive Director and provides general supervision of administration services and daily activities. This position supervises the Customer Relations Coordinator and Billing Specialist. This position is responsible for overseeing professional customer service, billing and collection responsibilities, and purchasing.

Essential Duties and Responsibilities:

To perform this job successfully, an individual must be able to satisfactorily perform each essential duty listed below. Reasonable accommodations will be made for disabled persons, covered by The American with Disabilities Act, in accordance with its requirements.

- Provides oversight in the billing area to ensure ODMHSAS billing and client billing is completed in a timely and accurate manner and provides weekly reports of all payments received. Works closely with Accounting Coordinator in developing and implementing policies and procedures for client payment plans and writing off client debts.
- Provides oversight of customer relations, including but not limited to customer service, front desk procedures, records requests, UAs, co-payment collections, purchasing, and mail pick-up.
- Oversees the management and maintenance of physical infrastructure and physical plant, systems (i.e. phone systems, security, cleaning, supplies, etc.).
- Provides oversight of other necessary administrative tasks including but not limited to the physical infrastructure, staff / client safety, policies/procedures, and marketing / public relations.
- Assists the leadership team with press releases, website updates, social media posts, agency newsletter and other marketing efforts.
- Assists the Development Director with special fundraising events, grant applications and other fundraising activities.
- Coordinates special events for clients and/or employees.
- Ensures that Board meetings are set-up and organized; records minutes at monthly Board of Directors meetings; maintains all records of the Board of Directors and the Foundation.
- Serves as the training coordinator by directing staff to training resources, administering staff surveys, scheduling annual staff in-service trainings and coordinating community trainings.
- Works with the Development Director and Customer Relations Coordinator to identify agency volunteer needs and recruits agency interns, volunteers, and OU Work Study students accordingly. Provides oversight for volunteer group events such as OU Big Event and the United Way Day of Caring.
- Compiles and enters and/or summarizes regular statistical data in weekly or monthly reports. Prepares periodic reports and summarizations as requested. This includes, but is not limited to, marketing surveys, consumer statistics and billing.
- Serves as a member of the Executive Leadership Team.

Other Duties and Responsibilities:

- Attend a minimum of 2 job related educational/leadership seminars per year. Attend all required in-services at NAIC.
- Provides internal branding oversight by maintaining updated internal forms and policy and procedures and discarding old or outdated internal forms. Ensures information is updated and maintained in Office 365.
- Complete other tasks as assigned by the Executive Director, Associate Director of Services and Development Director.

Equipment Operated:

Standard office equipment

Contact with Others:

Clients, Community Members, Vendors, Public Officials, Law Enforcement, Community, Professionals, Attorneys, and the General Public

Confidential Data:

Consumer Charts and Records, Personnel Information Regarding Staff and Consumers

Required Knowledge, Skills and Abilities:

- Proficient in Microsoft Office and Adobe and has the ability to quickly learn new software.
- Ability to establish rapport with clients, vendors and other employees, and work with diverse populations.
- Excellent verbal and written communications, organizational skills and leadership skills
- Ability to effectively handle multiple projects and meet deadlines.
- Ability to understand and utilize Electronic Health Record System.
- Ability to effectively use various social media platforms for marketing purposes.
- Skill in simple math, counting and handling cash,
- Ability to understand HIPAA Regulations, Oklahoma Department of Mental Health policies regarding client fees, and confidentiality laws.

Qualifications:

An appropriate combination of education, training, course work and experience:

- Bachelor's degree required with two years successful experience in administrative practice, supervisory experience preferred or
- High school diploma with 4 years successful experience in administrative practice with supervisory experience required.

Licensure or Certification Requirements: None

Salary: Mid to Upper 30's based on education and experience plus paid health benefits, 3% matching retirement program, Paid Time Off, minimum of 11 paid holidays and more.

Email resume and cover letter to tcollado@thevirtuecenter.org by April 30, 2021, EOE