

Travis County Healthcare District Job Posting

Job Title: **Administrative Assistant**

Position Type: Regular

Employment Type: Full-time, Non-exempt

Salary Description: Competitive, commensurate with experience

Date Posted: February 20, 2008

The Travis County Healthcare District is seeking qualified individuals to perform customer service and support functions in various eligibility sites within Austin and Travis County. Job duties will include preparing client files, filing, and copying; greeting majority Spanish-speaking clients in person and via telephone and conducting initial eligibility screens to determine if client meets Travis County residency requirements; utilizing information obtained in the initial screen to make a determination regarding appointment type and scheduling an appointment for the client; answering client questions regarding appointment times, locations, etc.; utilizing automated scheduling software to schedule appointments and enter relevant information; and utilizing automated systems to obtain information necessary when conducting client screens and answering questions. Some local travel will be required.

Successful applicants will possess knowledge of telephone etiquette and techniques; skill in clear and effective oral communication; and ability to work with a diverse client population, to provide effective and courteous customer service under high-pressure circumstances and to accurately enter information alpha/numeric data using various computer software and search an automated database. Some travel will be required.

Minimum Qualifications: High school graduation or GED plus a minimum of 2 years experience with high customer contact/service and a minimum of one year performing relevant clerical duties. Must be bi-lingual, English/Spanish.

NOTES:

All successful candidates will be required to provide consent for a Background Investigation.

To apply for the position, email resume to: resumetchd@traviscountyhd.org or fax to: 512-978-8156. If you have additional questions, please contact Ginger Baker at 972-4036.