

Access Center Representative-Per Diem

InSight Telepsychiatry – Access Center

Position Summary

InSight is looking for organized, customer-service driven individuals to join its Access Center team. This fast-paced position requires excellent communication and problem solving skills. No day will ever be the same! Access Center Representatives connect with individuals from all over the country to ensure timely delivery of psychiatric assessments, crisis intervention and stabilization services. Access Center Representatives work hard to make sure people get the care they need quickly and appropriately.

Access Center Overview

More than a call center, InSight's 24/7/365 Access Center is the central point of contact for organizations, individuals and providers accessing behavioral health services nationwide. The Access Center serves as the nucleolus for InSight's on-demand service division and works to ensure that telepsychiatry encounters are conducted effectively and efficiently. Access Center representatives also work to triage calls, streamline requests and offer excellent customer service for several other divisions within InSight Telepsychiatry and the CFG Health Network.

Organization Overview

InSight is the leading national telepsychiatry organization with a mission to transform access to behavioral health care through innovative applications of technology. InSight has over 18 years of experience with telepsychiatry and serves over 225 organizations across 27 states with its on-demand, scheduled, connected services and Inpathy divisions. InSight is the telemedicine arm of the CFG Health Network, a behavioral health organization that delivers onsite services across the spectrum of care. These roots in onsite care influence InSight's approach to appropriate, quality services delivered through telehealth. www.InSightTelepsychiatry.com

Job Responsibilities

- Handle a high volume of calls from community members and behavioral health organizations requesting assistance with accessing behavioral health services
- Prioritize cases based on shifting needs and resources
- Work with on-call providers including physicians to help triage requests, organize their workload, send and secure documentation and communicate with organizations
- Document all requests and encounters into a database
- Manage resources, systems and requirements from a variety of organizations and translate pertinent information to on-call providers and administrators
- Conduct video and phone test calls and do basic technology trouble shooting with organizations, providers and consumers as needed
- Other duties as assigned

Job Requirements

- 1-2 years of recent customer service experience
- 1-2 years previous call center experience
- Excellent time management and organization skills
- Excellent verbal and written communication skills
- Strong computer skills
- Familiarity with computer systems such as Outlook, Adobe and Microsoft products
- Familiarity with contact center systems or customer relationship databases
- Knowledge of medical and/or psychiatric terminology preferred
- Bachelor's degree preferred
 - Will consider applicable experience in lieu of a degree

Ideal Candidate

- Ability to multi-task while handling between 50-100+ calls during an 8hr shift
- Ability to work with dual monitors in multiple systems
- Ability to sit for an extended period of time

Logistics

- Per diem: minimum of 24 hours/month (mainly weekends and some evenings)
- Attendance at quarterly staff meetings (3 out of 4 meetings must be attended)
- Expected attendance during inclement weather
- Holiday coverage may be expected
- Position based in Marlton New Jersey

To apply, please send your resume and a customized cover letter to sshafer@in-sight.net.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, and talk or hear. The employee frequently is required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and climb or balance. The employee is occasionally required to sit and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

EOE M/V/F/D