

Access Center Representative

InSight Telepsychiatry – Access Center

Position Summary

InSight Telepsychiatry is seeking an access center representative to work with the Access Center team in Marlton, NJ and connect regularly to a national team of colleagues. This fast-paced position is an excellent opportunity for an organized, customer-service driven individual who enjoys problem solving. This position is largely responsible for ensuring 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. This person reports to Access Center assistant manager.

Organization Overview

InSight is the leading national telepsychiatry service provider organization with a mission to increase access to quality behavioral health care through telehealth. InSight's behavioral health providers bring care into any setting on an on-demand or scheduled basis. With over 18 years of telepsychiatry experience and an active footprint in telepsychiatry-related advocacy, InSight is recognized as an industry thought-leader. 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, such as physicians, to help triage their 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
- All other duties as assigned

Job Requirements

- Bachelor's degree or commensurate professional experience
- One to 2 years of recent customer service experience
- One to 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
- Independent worker
- Ability to multitask
- Comfortable working with a remote team

Logistics

- Position available immediately
- Position based in Marlton, NJ
- Full-time, 1st shift role
- Reports to Access Center Assistant Manager

To apply, please send your resume and a customized cover letter to recruiting@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