

SENIOR OFFICE SUPPORT ASSISTANT

November 7, 2018

The MO HealthNet Division has an opening for a Senior Office Support Assistant located within the Cost Recovery Unit.

Duties: This position is the first responder to telephone calls on the main Cost Recovery telephone number. This will involve screening calls for such things as identification of new trauma cases and requests for updated lien amounts. Enter information into the case management system for new case identification according to the procedures and guidelines of the Unit. Enter information on log for requests of updated lien amounts according to the procedures and guidelines of the Unit. In instances where inquiries should be routed to other staff, direct the phone call to the appropriate individual or take messages and forward using the E-mail system according to the MHD and unit policies and procedures. Answer routine inquiries from attorneys, insurance companies, providers, recipients, etc., according to the policies and procedures of the Cost Recovery Unit. Respond to routine inquiries regarding TPL-2 questionnaire and assist MHD Participants in the completion of TPL-2 forms. Respond to routine inquiries regarding the Health Insurance Premium Payment (HIPP) program. The TPL unit receives approximately 400 calls per week, which are answered by two responders. Sort, log and distribute incoming mail to appropriate staff within the TPL unit. Monitor Unit switchboard voice mail for call distribution. This position will assist with other clerical duties as needed. These duties include, but are not limited to, filing, typing labels, making new case files, data entry, archiving, scanning, retrieving hearing documentation and preparing certified mail and other outgoing mail.

Qualifications: Two or more years of experience as an Office Support Assistant with the Missouri Uniform Classification and Pay System; and possession of a high school diploma or proof of high school equivalency.

OR

Three or more years of experience in office support work; and possession of a high school diploma or proof of high school equivalency.

(Earned credit hours from an accredited college or university may substitute on a year-for-year basis for the required experience at a rate of 30 earned credit hours for one year.)

Salary Range: \$1,064.00 semi-monthly

Recruitment Area: Accepting from all qualified applicants.

To Apply: The deadline to apply is November 22, 2018. Submit a [DSS Application](#) to Rayna.S.Rice@dss.mo.gov

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