

# TRILLIUM COMMUNITY HEALTH PLANS

## POSITION DESCRIPTION

**POSITION TITLE:** Technical Assistant (Office Assistant)

**POSITION SUMMARY:** Responsible for the performance of clerical and technical functions as required.

### PRIMARY RESPONSIBILITIES & DUTIES

1. Prepare correspondence such as mail merge and word processing.
2. Eligibility and benefit verification.
3. Telephone communication with offices as needed.
4. Assist with preparation of spreadsheets.
5. Keyboard data entry.
6. Filing of records and other materials.
7. Faxing and mailing materials to hospitals, medical offices, members and outside agencies.
8. Photocopying and other administrative support tasks.
9. Perform other duties as assigned.

### RELATIONSHIPS & WORK TEAM RESPONSIBILITIES

**Reports To:** Department manager.

**Internal:** Works closely with all members of the Medical Department.

**External:** Communicates with provider medical offices

### JOB REQUIREMENTS

#### Education and Experience

**Education:** High school graduate.

**Experience:** Proficiency at filing, faxing, data entry, telephone skills, word processing, math, mail merge and spreadsheets.