



Ваш надежный помощник

## Service Coordinator, 40000 грн.

📍 Киев, 🕒 24 июля 2024

Компания: [Front Desk Helpers](https://jobs.ua/company/id/1616582) (<https://jobs.ua/company/id/1616582>) ([Все вакансии](#))

Рубрики: [Офисный персонал](#), [Руководство](#), [Работа за рубежом](#)

### Пожелания к сотруднику

Образование: не имеет значения  
Опыт работы: не требуется  
График работы: полный рабочий день

### Описание вакансии

Hello, and thank you for your interest in the position!

Front Desk Helpers is a woman-founded outsourcing company based in New Jersey, USA, established in 2015. Our areas of expertise are talent solutions for healthcare, IT, telecommunications, transportation, architecture, HR management and other fields.

Our company is being operated and doing business with our clients based on the principles of transparency, mutual respect and open communication.

Front Desk Helpers is responsible for providing stable job opportunities, ongoing personal growth and collaboration with international top-tier professionals. If our values match, do not hesitate to submit your application!

We are seeking a **remote Coordinator** in a New York home care agency. Our clients are seniors who require assistance from home health aides. Our task is to organize and control the quality of home care services for seniors.

You will enjoy the position if you know how to work with people, listen to their needs, coordinate their actions, and have decision-making and planning skills. We have a solid supportive team and a supervisor who has a reputation as a demanding, yet executive person.

### The skills we are looking for:

- Spoken and written English and Russian minimum on Upper-Intermediate level (our patients are US citizens, but also immigrants from CIS countries)
- Computer skills (Gmail, Excel, CRM, working with files in different formats).
- Your own computer and access to the internet.
- Ability to multitask and prioritize.
- Experience in the customer support field is a plus.
- High level of stress resistance.

The position will fit people who like challenges, are willing to learn new soft skills through solving complex problems, can handle a high workload, and would enjoy working with elderly people (including people with mental and physical disorders, and people living in poor conditions). The specialist should be ready for complexities and new or unexpected tasks during the shifts.

### What is the work schedule:

Mon-Fri 9:00 am — 5:00 pm according to New York time. Sometimes overtime is possible, which is paid x1.5 of the hourly rate.

### What do we offer:

- We provide 2 weeks of training for new employees, which is paid 4\$ per hour during training, and the usual rate is 7\$ per hour (can be negotiated during the interview).

- Overtime is paid 1.5 times the usual hourly rate.
- Work in an experienced team, under the supervision of a manager.
- Ability to work remotely in the afternoon hours.
- Paid vacation after one year of employment.
- Bonus system as a way for employees to express appreciation to each other.
- We provide our employees with IP phones as the instrument to connect to USA customers as well as all the necessary software (CRM, virtual fax machine, SMS service, VPN).
- Open-minded management, who are easy to contact.
- Equal opportunities for people of any age, gender, or nationality.
- Opportunity to learn such skills as adaptability, conflict resolution, prioritization & time management, work ethic, professional email communication, report preparation, etc.

**What would be your responsibilities:**

- Control home health aides on their visits to patients in the CRM system.
- Talk to patients and home attendants over the phone to assist in resolving any questions.
- Communicate with hospitals, adult daycare centers, rehab centers, and patients' relatives.
- Contact insurance plans for overtime approval, authorization prolongations, and advice in various situations.
- Search for home attendants in our database for replacements in case of sick leaves, days off, vacations, and refusals.
- Work in CRM system to set up the schedules, visits, new home attendants, and shift changes.
- Prepare reports and communication notes about patient schedule changes or health conditions.

**Thank you!**

**Контактная информация**

Контактное лицо: AlexPetrash