



Solutions Coordinator

POSITION PURPOSE:

This position is responsible for all day to day activities of the front desk and providing support to the related areas of VITAL WorkLife plans, programs, managers and staff.

QUALIFICATIONS:

- Bachelor's degree in related field, or;
- 3-5 years experience in an administrative environment or AA degree in administrative/office field

CRITICAL SUCCESS FACTORS:

- Understanding of clients and physicians and the organizations that employ them
- Ability to work independently in an entrepreneurial environment
- Ability to handle multiple concurrent assignments within a fast-paced environment
- Ability to problem-solve independently as part of a team
- Adaptable personal work style to accommodate individual personalities and work styles of coworkers
- Technically adept and flexible, so as to accommodate remote needs as appropriate
- Excellent written, verbal, organizational and administrative skills
- Proficiency in Microsoft Office (using Outlook/Calendar features) and the ability to learn and troubleshoot other industry-specific software programs
- Diplomacy, tact and discretion, e.g. understanding of HIPAA
- Ability to remain calm in challenging situations
- Good customer service, business, technical skills and phone skills
- Ability to represent the organization well to customers and external organizations
- Teachable – ability to learn from others and cross train different job responsibilities within the department
- Attention to detail and thorough task completion
- Ability to be flexible during the work day to adapt to a variety of non-scheduled projects
- Maintain a sense of humor and cultivate positive relations with coworkers

DUTIES AND RESPONSIBILITIES:

- Answer and triage calls, accompanied by thorough and detailed record maintenance
- Assist client in navigating their benefit plan to determine a solution choice
- Create authorizations using our network of consultants
- Communicate referral information and forward necessary paperwork to the consultants
- Receive all mail and incoming faxes and distribute accordingly
- Document all activities into the database for utilization reports
- Handle postage and shipping of packages using appropriate service
- Provide professional communication to our clients, organizations, and consultants using email, fax, scan, or telephone
- Provide support and complete administrative duties for all departments in the form of projects, data entry, etc.
- Collaborative communication with supervisor and team due to possibility of different locations
- Other duties as assigned

HOURS / SCHEDULE

Regular schedule will be between the hours of 9 a.m. to 6 p.m. /10 a.m. to 7 p.m. CST; depending upon daylight savings time. Individual staff schedules are subject to change based on business needs.

LOCATION

This full time position is based in our St. Louis Park, MN office, with periodic travel required to our secondary office in St. Cloud, MN.

ONBOARDING SCHEDULE AND LOCATION

Due to the nature of this position, employee onboarding will be located in the St. Cloud office. During this time, approximately two months, the scheduled hours will be shortened to 9 to 3 to accommodate for travel time. The employee will also receive a travel stipend on top of their current hourly wage.

LEADERSHIP

This position reports to the Director of Service Delivery.

COMPENSATION

This is an opportunity for a professional to assume a pivotal role in the evolution of a small, entrepreneurial and highly respected organization. We are seeking an individual of outstanding quality with a respected track record. VITAL WorkLife is prepared to offer a competitive base salary based on our company's size with options for regular bonuses as well as health, 401K match and generous PTO benefits for this full time exempt position.

ABOUT US

VITAL WorkLife, Inc. is a national behavioral health consulting and services company whose mission is to provide comprehensive and compassionate solutions for improving individual well being, work/life balance and organizational performance. Built on our legacy of leading Employee Assistance Programs (EAP), our growth is focused on assisting physicians, providers and their leaders to deal with issues in their profession. For more information, please see <http://vitalworklife.com/about-us/who-we-are>.

HOW TO APPLY

Interested applicants should send resume and salary requirements to Employment@VITALWorkLife.com. No phone calls please.