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Waterford Township, MI 48327
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Title: Client Service (2nd shift – 3 pm – 11 pm)

Position Summary: Helix Diagnostics is seeking a Client Service Representative for our 2nd shift, 3:00 pm – 11:00 pm. This position plays a key role responding to client, patient and internal stakeholders to ensure excellence in service.

Job Specific Duties and Responsibilities:

- Build, maintain and create exceptional client relationship with new and existing clients.
- Handle all client, patient and internal Helix inquiries received by telephone, fax, or email regarding the reporting of patient results, inquiries of tests and services, concerns of service failures and other duties to provide superior service
- Utilize the laboratory information system for various tasks including creating pickups, supply requests, and updating patient and client information.
- Update our internal patient and client database (Copia) with important patient and client information.
- Check and resolves results, holds, and rejections in the Laboratory Information System (LIS) for clients.
- Demonstrate competency of HIPAA regulations, and ability to create accounts on behalf of the patient with prior authorization.
- Schedule immediate pickups, critical result calls, and incidental add-ons promptly and accurately.

Expectations:

- Perform accurate data entry.
- Respond to all assignments in a timely and professional manner via phone or email.
- Assist with the orders and coordination of home collections.
- Work as a team player in a dynamic and fast-paced environment.
- Determine and escalate issues as appropriate using established protocols.
- Foster smooth running customer service functions through timely and effective resolution of disruptions.
- Ability to work occasional weekends

Qualifications:

Required:

- Minimum of 2 years' experience in Customer Service
- Prior laboratory experience (2 years preferred)
- Strong computer proficiency, including Word, Excel, Outlook and PowerPoint
- Operate a multiline phone system.
- Work well under pressure
- Positive attitude
- Proficient in operating office equipment to include computers, phones and various software that will be trained on

Who We Are:

Helix is a value-based, state-of-the-art clinical laboratory on a mission to elevate the lab space through compliance, high ethics, innovation and a best in class client experience. Helix incorporates the latest technology and methods to provide comprehensive diagnostics including toxicology testing, pathogen detection, blood testing and Pharmacogenomics (PGx) testing.

Expected Use and Disclosure of Protected Health Information:

Employees in this position are expected to have access to protected health information and other confidential business information from throughout the organization as is needed to fulfill their responsibilities in evaluating and reducing risk to the organization. No protected health information will be disclosed outside the organization unless specifically required by state or federal law.

*This document is intended to describe the general nature and level of work performed and the requirements of the position. It is not intended to serve as an exhaustive list of all duties, skills and responsibilities of personnel so classified; nor is it intended to limit the right of any leader to assign or direct employees under his/her direction.