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**Title: Home Collections Coordinator**  
**Reports to: Collector Supervisors**

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**Position Summary:** The Home Collections Coordinator is responsible for ensuring all home collections clients' orders are processed and specimen collectors are appropriately staffed. This role has critical day-to-day responsibilities and reports to the Collector Supervisors.

**Job Specific Duties and Responsibilities:**

- Receive the orders from clients and enter in COPIA
- Ensures specimen is collected by the due date
- Daily creates an efficient schedule of collections
- Maintain records of all home collections each day
- Available to collect as needed
- Provide outstanding service and maintain positive working relationships with internal and external customers
- Protect patient and company documentation and ensure overall HIPAA compliance

**Qualifications:**

*Required:*

- National Phlebotomy Association Certification

**Knowledge, Skills, and Abilities:**

- Strong attention to detail and organizational skills
- Effective project management and problem-solving skills
- Ability to effectively implement change in a fast-paced environment
- Proficient with Microsoft Office applications
- Positive communication skills at all levels of the organization
- Excellent customer service skills

**Position details:**

Full Time, Exempt (salary)

- Core hours: Monday – Friday 9:00-5:00 (on call as necessary for early morning call offs)
- Onsite position located in Waterford

*This position requires weekly COVID testing, is not remote-eligible and is based out of our Waterford, Michigan offices.*

**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.