



## Position Description

<b>Position Title:</b>	Advantage Staffing Coordinator
<b>Position Status:</b>	Full-Time
<b>Location:</b>	Various Locations Throughout Oklahoma
<b>Reports To:</b>	Direct Report
<b>Posting Date:</b>	12-03-21
<b>Closing Date:</b>	Open Until Filled

## Summary

The CompleteOK Advantage Staffing Coordinator is responsible for assisting the staffing needs of our organization on our Advantage side by coordinating the scheduling and assignment of our PCA/HHA's to our members.

## Essential Skills & Job Functions

- Report all member/employee problems to the appropriate supervisor.
- Coordinate member and employee schedules, including notification of schedules and any changes.
- Responsible for scheduling according to authorized hours.
- Responsible for distributing weekly schedules to necessary employees.
- Handles all telephone inquiries pertaining to Advantage members.
- Assists with entering new members/employees in the computer system.
- Responsible for calling employees if timesheets or hours are not received timely to confirm hours worked.
- Assists in maintaining employee personnel file information timely.
- Responsible for entering timesheets, verify hours and submit Payroll Log weekly.
- Assist with recruiting staff.
- Assist with employee orientation.
- Responsible for providing to the supervisor information to complete unscheduled hours and hospital/nursing home/late timesheets, etc.
- Responsible for maintaining schedules in the computer.
- Communicates effectively and timely with members, case managers, agency staff, families, referral sources, and management.
- Responsible for documenting all communication with members and case managers.
- Responsible to enter cancellations, no shows, etc. in the computer system.

- Responsible for updating member files on address changes and any other pertinent information.
- Assists with probationary/annual evaluations on PCA's/HHA's.
- Assists with completing POC related to Advantage members.
- Assists with taking and making referrals to necessary resources. Make necessary follow-ups.
- Assists to maintain filing up to date in medical records.
- Conducts business diplomatically and confidentially.
- Responsible for On-call per the office policy.
- Assumes any other duties as designated by management.

### Applicant Requirements

- High School diploma or equivalent acceptable.
- Minimum of two (2) years work experience in a customer service capacity.
- Must be able to work in changing and stressful environment, be multi-task oriented.
- Must possess excellent organizational skills.

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