

Bilingual Customer Service Rep for Emergency Response Button for Seniors Lifeline RI at JCS

Fee-for-Service; includes some work from home, in the office and on the road locally

Schedule: We will create a two or three day-per-week schedule that meets your needs and ours. No evenings or weekends.

Basic function: Activate Lifeline Help-Button service for seniors in the greater Providence community. No previous experience is needed.

Primary Job Responsibilities include:

- Contact Spanish-speaking clients and/or family members to gather intake information and set appointments for activations and service calls;
- Activate new subscribers with Lifeline service, make service calls for battery and button replacements, and pick up equipment from those deactivating from service;
- Explain to clients how the equipment works, trouble-shoot issues and test the equipment with them;
- Complete associated paperwork for new subscribers;
- Takes initiative with all related job responsibilities; able to work independently after training is completed;
- Stay within all HIPPA guidelines when handling or communicating customer information.

This position offers the following benefits:

- Competitive fee-for-service rates for activations, service calls and equipment pick-ups;
- Mileage compensation from office to clients' homes and between clients' homes;
- A collaborative, supportive and positive work environment;
- Variety and flexibility in your workday;
- Opportunities for professional growth.

Qualifications:

- Education: High school graduate or equivalent;
- Bilingual: English and Spanish required, additional languages a plus
- Basic computer skills;
- Must have a reliable vehicle, valid driver's license, registration, insurance and clean driving record;
- Organized and able to work independently;
- Patience and a professional demeanor when interacting with clients;
- Punctual and reliable;
- Good oral and written communication skills;
- Must be able to bend and squat, and lift up to 20 lbs.

Who We are...

Company Overview: Jewish Collaborative Services (**JCS**) is a comprehensive, solutions-oriented resource, serving individuals and families across the lifespan. Our office is located at 1165 North Main Street in Providence, RI. EOE.

Our Culture: We offer challenging and exciting work in a supportive team environment. This creates an empowering and positive atmosphere.

Please send cover letter and resume to: careers@jfsri.org

Keywords: Fee-for-Service, installer, help button, medical alert system, Lifeline, bilingual

Visit www.jcsri.org to see why we are a great place to work!