

**Job Title:** Employee Assistance Representative  
**Department:** EAP Services Center  
**Reports to:** EAP Manager  
**FLSA Status:** Non-Exempted  
**Grade:** 2  
**Cell Phone:** N/A

## **SUMMARY**

Employee Assistance Representative provides operational support and functional assistance to the **EAP Services Center** in meeting service obligations.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** including the following. Other duties may be assigned.

- Data entry of service requests into designated computer system.
- Completes follow-up calls to EAP clients and make sure customers are connected to the providers. Respond to customer complaints and contacting providers of our policies
- Completes legal and financial services online requests.
- Monitor and schedule sending out emails for EAP survey for clients and keep record in the survey spreadsheet
- Monitors online requests for services and responds accordingly based upon the limits of the position.
- Assists the EAP Service Center in developing and maintaining operational protocols
- Monitor provider faxes and EAP counselor faxes
- Work with Network Ops, updated provider's information, add providers, enter applications, sending on approval/denial letters, look for crisis responders and trauma specialist for CIRs, and follow up with provider voicemails and emails.
- Completes network referral requests, including identifying available EAP providers, matching them with clients.
- Answers calls from providers requesting general information on EAP and fax/mail paperwork when requested.
- Monitor provider faxes and EAP counselor faxes
- Responds to providers returning calls for EAP counselors
- In support of the EAP Services Center, cooperatively works with network operations to identify and fill provider network coverage gaps.
- Completes Work-Life referral services.
- Performs other duties as assigned by the department manager.

## **EDUCATION and/or EXPERIENCE**

Position requires a Bachelor Degree, preferably in a Behavioral Health Science.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Position necessitates experience with customer service. Experience in a mental health is preferred.

## **COMPETENCIES**

- Subject matter expertise on a range of issues related to nonprofit management, policy, social issues, organizational development and human services models programs and policies.
- Drive for Results: Focuses on executing consistent high quality results; sets high standards for self; sets up feedback loops and monitors work flow to celebrate success, identifies problems early and develops solutions; focuses on the priorities; explores work challenges from all sides; works to continually improve operations and processes.
- Personal Accountability: Holds self-accountable for achieving goals and commitments; takes responsibility for own actions and for mistakes; willing to be a champion for new ideas; takes appropriate risks to meet goals and to address challenges and opportunities; open to feedback, suggestions, new ideas and facts; actively listens to and understands others; takes responsibility for understanding the goals of and supporting other departments.
- Resilience: Keeps balance, focus and humor during stressful times and promotes and supports the same for all team members; able to recover from setbacks on the path to success; is flexible when dealing with difficult situations; easily makes transitions to new ideas and policies; open and supportive of new approaches and ideas of others; receptive/comfortable with change; can effectively partner with individuals with different communication and work styles; has sense of humor.
- Customer Focus: Understands we are advocates for our customers and treats our network, colleagues, peers, funders, clients and partners as customers; continuously creating new initiatives to improve the overall customer experience and satisfaction; sees issues/customer concerns from customer's point of view; builds positive, respectful, and trusting relationships with both internal and external customers; keeps customer success as a high priority.
- Collaboration: Seeks and enlists active participation of all internal and external customers in handling opportunities and challenges; builds strong working relationships with all stakeholders; addresses conflict immediately in an open, productive, trusting style; provides ongoing open flow of relevant information to team members and other stakeholders and strives for a balance of working independently and creating opportunity for input and feedback; seeks out and welcomes differences; embraces diversity.
- Learning Agility: Learns quickly from all types of situations and is able to adapt behavior to new situations to improve performance; spends time learning new skills and knowledge;

takes risks in applying new ideas/thinking/approaches to opportunities and existing challenges; keeps updated on organizational and industry information/changes; studies and understands organization wide and industry trends and new research; collaborates with manager to create continuous development opportunities; analyzes successes and failures for areas of self-improvement; experiments with creative approaches to new opportunities and managing challenges.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

### **TRAVEL EXPECTATIONS**

Travel is expected; approximately 0 days a year.

**Approved by:** Human Resources Specialist

**Approved Date:** November 1, 2016

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