



JOB TITLE: OPERATIONS COORDINATOR - POET

REPORTS TO: DIRECTOR OF OPERATIONS

ABOUT WORKWELL:

Based in Duluth, MN, WorkWell is the leader in soft tissue illness treatment and prevention solutions. The WorkWell Wellness System is provided through our Physical and Occupational Therapy providers. Providing Network coverage with over 10,000 therapists worldwide trained in our methodologies and servicing more than 3,000 employer sites nationwide.

SUMMARY OF POSITION: The Operations Coordinator reports to the Director of Operations and supports employer-client operations. As an Operations Coordinator, you will be the subject matter expert in specific areas of the job as assigned by the Operations Manager. Potential areas of responsibilities include any of the following:

RESPONSIBILITIES:

- Account management and program management responsibilities for employer clients
 - Operate as a point of contact for all operational matters specific to employer clients.
 - Assist with high priority requests or issue escalations as needed
 - Maintains and updates customer information in Hubspot database
 - Assist in Managing project timelines for selected customer initiatives
 - Assist with meeting planning, preparation & completion; document creation
 - Assist with presentations, i.e. formatting of documents, power point, etc.
 - Assist in the coordination of the implementation process for new employer clients
 - Assists in the processing of medical records requests
 - Works in collaboration with Operations Manager and Accounting to provide month-end information and reporting for billing purposes
- Assists in the account management of our POET Provider Network and Training
 - Recruit new Providers for our Post Offer Employment Testing Network (POET)
 - Process Provider Agreements and Contract Management
 - Be a point of contact for provider questions, concerns, or needs
- Develop, maintain, assist with POET operational reporting
 - Provide monthly and quarterly metrics reports
 - Generate and distribute ad hoc reporting requests
- Responsible to back up staff for customer contact center
 - Schedule pre-employment and post-injury physical ability tests as needed
 - May need to certify as Medical Review Officer Assistant (MROA)
 - Review Chain of Custody Forms for accuracy from Collection Sites
 - Result Negative Results to Employer DER
 - Forward Positive Results to MRO for review
 - Maintain current certification
 - Assist Employers with retrieving PWS Results, Medical Questionnaires and DOT Results when requested



- Administrative
 - Store, update and develops procedure documentation
 - Answer telephone
 - Other duties as assigned

SUPERVISORY RESPONSIBILITIES:

- None

QUALIFICATIONS:

- Experience as Support Services Specialist
- Bachelors degree required
- 2-3 years customer service relations experience

SKILLS REQUIRED:

- Knowledge/experience in customer relations and support
- Knowledge and experience using Microsoft Office (consisting of Word, Excel, Access and Outlook), Internet Explorer
- Enthusiastic sales personality and appropriately assertive
- Able to foster trusting relationships via phone
- Good phone skills combined with strong troubleshooting skills
- Good negotiation skills
- Strong organizational skills
- Effective problem-solving skills
- Excellent verbal and written communication skills

Benefit Eligible: Yes

Exemption Status: Non-exempt

Hours/Pay Period: Full-time

Schedule Details: Monday - Friday; Days