

**Oak Park Township**  
**JOB DESCRIPTION**

CLASS. TITLE:	Case Management Support	
DEPARTMENT:	Senior Services	FLSA: Non-Exempt
DIVISION:	Town	DATE: rev. 09/20
REPORTS TO:	Senior Services Director	

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**Job Summary**

Provides billing for all programs throughout the agency including responsibility for completing and processing case authorization transactions, maintaining client files, confirming the amounts billed are tied to amounts received and submitting rejected/supplemental billing as necessary.

**Essential Job Functions**

1. Performs billing of all case manager assessments and for Senior Services programs including but not limited to: CCP, HDM, Chore, Transportation, RFT, CMHB, IVMMP and APS; uploads POSM surveys weekly; maintains CMIS/CFM computer billing system; trains incoming staff on CMIS system, and consistently updates billing backup to ensure full cross-training capability.
2. In cooperation with the case managers and program managers, completes the Case Authorization Transactions, electronic billings and mail merges, maintains files and reports, and reconciles all accounts for assigned programs. Submits monthly billing summary to Finance Director.
3. Maintains client files and coordinates/recruits volunteers to help with the project.
4. Enters program data from mySeniorCenter into CMIS for monthly reporting purposes. Works with mySeniorCenter data projects.
5. Acts as backup IT support for server, data backup, phone and security system servers.
6. Provides support for the computer system by screening requests from all staff regarding computer system problems and troubleshooting or reporting as appropriate to service personnel. Performs upgrades for CMIS and CFM programs and troubleshoots via computer
7. Provides secretarial support for the APS M-Team and IVMMP M-Team and other committees including recording and distributing minutes, arranging all meetings, alerting members of meeting times.
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10. Performs cash handling as outlined in department procedures.
11. Attends meetings and various training seminars and conferences as required.
12. Performs other duties as assigned.

**Material and Equipment Used**

- Transcription machine
- Miscellaneous office equipment; i.e. – computer, fax, phone, copier, etc.

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**Minimum Qualifications**

**Education and Experience:**

- Associate's degree from an accredited college or university in human service or business related field and at least one year experience working with older persons in a formal setting.

The qualifications listed above are guidelines. Other combinations of education and experience, which could provide the necessary knowledge, skills, and abilities to perform this job, may be considered.

**License(s) and Certification(s):**

- Valid Illinois Driver's License and liability insurance

**Knowledge, Skills, and Abilities:**

**Knowledge of:**

- Computer systems including hardware and basic software programs.

**Skill In:**

- Verbal and written communication.
- Customer service and computer use (i.e. windows operating environment and associated Microsoft applications such as Outlook, Word, and Excel)

**Ability to:**

- Maintain professional composure and take action when confronted with difficult situations.

**Physical Abilities:**

- Sit, keyboard, read, write, hear and speak for extended periods.
- Lift up to 20 pounds.

The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties or roles performed by personnel so classified. It is intended to be compliant with the Americans with Disabilities Act.