

CENTRAL MONTANA MEDICAL CENTER
POSITION DESCRIPTION
HME CUSTOMER SERVICE TECHNICIAN

Position Title	Home Medical Equipment Customer Service Technician	Grade	
Department	Home Medical Equipment Services	Exempt	
Immediate Supervisor	Home Medical Equipment Respiratory Care Practitioner Operations Coordinator	Non-exempt	X
Supervisor next in line	Home Medical Equipment Manager	Workweek	40 hours
POSITION SUMMARY			
Takes and completes customer orders for supplies and equipment Sets up and provides basic instruction with a wide variety of home medical equipment. Trouble shoots basic equipment problems. Notifies RCPs of patients with difficulty utilizing their respiratory care products. Provides delivery of oxygen as well as a wide variety of other HME products. Assembles a wide variety of HME products. Works daily with cryogenic products (liquid oxygen). Repairs Oxygen equipment; Concentrators, Regulators. Provide data entry of patient charges and inventory data into the appropriate system.			
Continued employment and raises in this position are dependent upon Central Montana Medical Center's fiscal viability and:			
<ul style="list-style-type: none"> ● Actions and communications that contribute to a team concept and create a positive environment for all customers ● Acceptable performance of essential and all job duties ● Acceptable attendance record ● Accountability for safety to self, patients, visitors and all customers, and care of equipment and building ● Adherence to departmental and facility policies and procedures, education requirements, compliance monitoring and reporting, and CMMC Code of Conduct ● Accountability for the consequences of own actions ● Physical and emotional ability to perform essential functions ● Acceptable background investigation results if required for position 			
Minimum Education, Experience, Licensure, Certification required:			
Minimum Education: High school Degree or equivalent. Experience: None required. Prefer an individual with an interest in health care. Skills: good communication skills, good telephone skills, friendly, courteous, heavy lifting and reaching, good driving record must be able to drive in inclement weather, basic computer skills. Licensure/Registration/Certification: Related Experience			
ESSENTIAL FUNCTIONS/DUTIES:			
(Must be able to perform with or without accommodation)			
1	Provide timely delivery of HME products especially Liquid oxygen and oxygen tanks.		
2	Completes all paper work in a timely manner.		
3	Trouble shoot and repair of equipment, equipment assembly, check and assure equipment is functioning according to manufacture specifications before delivery.		
4	Cleans returned equipment and packages as required in a timely manner, communicates with Customer Service Representative on inventory rental status.		
5	Follows and is knowledgeable in the use, safety and transport of all oxygen products.		
6	Waits on clients and customers answering questions.		
7	Enters patient charges into the appropriate software system.		
8	Supports inventory control in all appropriate systems.		
9	Understand and follow FDA guidelines in relation to oxygen products.		
10	Ensures safety to self and others at all times.		
11	Communicates immediately any questions or problems that occur concerning equipment operation or setup to coordinators.		
12	Communicates to customer service representative after completion of deliveries and service calls as to indicate availability and accountability.		
13	Observes, evaluates and communicates pertinent information to attending RN, RCP, supervisor and manager.		
14	Manages time effectively, flexible and assumes additional duties as requested or assigned. Assists other staff during any down time.		

CENTRAL MONTANA MEDICAL CENTER
POSITION DESCRIPTION
HME CUSTOMER SERVICE TECHNICIAN

15	Provide basic instruction of oxygen and respiratory equipment. Emphasizes safe and proper use of equipment and assures that customer or caregiver is able to use safely and according to the physicians prescription. Refers setting changes to RCP.
16	Provides basic instruction for CPAP and BIPAP patients, including mask fitting.
17	Maintains all HME Vehicles in clean, neat and orderly condition.
18	Answers customer questions in a timely, courteous and complete manner.
19	Maintains a clean, neat and orderly work area as well as the overall department.
20	Maintains CPR Certification.
21	Attends meetings as required, participates in performance improvement activities as required.

Knowledge, Skills, Abilities:

Willingness to promote CMMC HME in a positive manner on and off the work place.
Willingness To assume additional duties when requested and to offer assistance to others when indicated.
Willingness to look for ways to improve patient care and promote cost effectiveness in doing so.
Ability to adapt to fluctuations in workload.
Ability to read, writes, perform basic mathematical computations, and follow written and oral directions.
Ability to quickly learn assembly of various HME products.
Ability to work independently off site without direct supervision.
Judgment to seek guidance and direction from the HME customer service representative and HME manager when needed.
Communication skills to effectively relate to/with patients/customers, physician office staff, co-workers, families, and the general public.

OCCUPATIONAL EXPOSURE for this position:

	Category I	Direct contact with blood or other bodily fluid to which universal precautions apply
X	Category II	Activity performed without blood/bodily fluids exposure, but exposure may occur in emergency
	Category III	Task/activity does not ordinarily entail predictable exposure to blood/bodily fluids

OTHER EXPOSURE for this position:

	Radiation	
X	Noise	Cryogenic fills Must wear ear protection
X	Other (Specify)	Exposure to Liquid Oxygen. Can be disfiguring and lethal

PHYSICAL DEMANDS:

(Essential functions strength rating for position - see Job Analysis)

	Sedentary	Exert up to 10# occasionally or negligible force frequently
	Light	Exert up to 20# occasionally, < 10# frequently or negligible force constantly
	Medium	Exert up to 50# occasionally, up to 25# or up to 10# constantly
X	Heavy	Exert up to 100# occasionally, up to 50# frequently or up to 20# constantly
	Very Heavy	Exert > 100# occasionally, > 50# frequently or > 20# constantly

I HAVE READ AND UNDERSTAND THIS POSITION/JOB DESCRIPTION, AND HAVE BEEN PROVIDED THE OPPORTUNITY TO ASK QUESTIONS AND RECEIVE APPROPRIATE ANSWERS. I ALSO UNDERSTAND THAT REASSESSMENT OF ABILITIES TO MEET POSITION REQUIREMENTS MAY BE PERIODICALLY REEVALUATED.

Employee's Signature	Supervisor's Signature	Date