

NorthCare Network

1230 Wilson Street
Marquette, Michigan 49855

POSITION TITLE: Customer Service Manager

QUALIFICATIONS: Bachelor's Degree in Human Services field preferred. Two years of experience working in a mental health setting preferred. Experience creating marketing materials preferred. Customer service experience preferred. Meet the criteria to serve as a Qualified Mental Health Professional (QMHP), Qualified Intellectual and Developmental Disability Professional (QIDP), or Child Mental Health Professional (CMHP) preferred. Experience in lieu of education may be considered.

STATUS/HOURS: Competitive Wage, plus full-time benefits. Regular full-time/80 hours biweekly

SALARY RANGE: \$57,387.20 to \$85,280.00. Starting salary will be determined based on education, certifications, and experience.

LOCATION: Marquette, Michigan - Many positions offer a hybrid work schedule with supervisor approval.

ABOUT US: NorthCare Network is a Specialty Prepaid Inpatient Health Plan (PIHP) located in Marquette, Michigan and is responsible for the management and service array available to residents of Michigan's Upper Peninsula with behavioral health needs covered by Michigan Medicaid and specialty grants for substance use disorder services.

RESPONSIBILITIES INCLUDE: Under the supervision of the Quality Improvement/Utilization Management Director, this position is responsible for overseeing marketing activities and the Customer Service department for NorthCare Network in accordance with compliance with regulatory standards for Customer Service. The Customer Service Manager will serve as the Grievance and Appeals coordinator for the region, providing oversight and complying with reporting requirements. This position manages the grant, event planning, and required reporting of the annual Regional Recovery Conference. The Customer Service Manager is responsible for Regional Satisfaction Surveys, the Annual Performance Report, the Customer Service Handbook, and all Customer Service-related policies and procedures. This position will provide Customer Service training, collaboration, and expertise on behalf of NorthCare Network at both the staff and regional levels.

Send a cover letter and resume to: Attn: Human Resources
NorthCare Network
1230 Wilson Street
Marquette, MI 49855

Email: hr@northcarenetwork.org

Deadline to apply: Until the position is filled.

NOTICE TO APPLICANTS: Any offer of employment is contingent on a criminal background check, primary source verifications, exclusion, and reference checks. NorthCare Network is an Equal Opportunity Employer.

**Job Posting has been updating to reflect operational needs and align with market conditions. All current applicants will remain under full consideration.*



Customer Service: 888-333-8030 or (906) 225-7254
Admin. Fax: (906) 232-1070 Clinical Fax: (248) 406-1287 SUD Fax: (248) 406-1286
www.northcarenetwork.org