



mobilemeals MOBILE MEALS OF TOLEDO, INC.

DATA & COMPLIANCE COORDINATOR

Location: Toledo, OH, on-site

Reports to: Operations Manager

Job Type: Full-time, 40 hours per week

Salary Range: \$22.25 to \$25.00 per hour, based on experience

What You'll Do – Key Responsibilities:

- Serve as lead administrator of our CRM (ServTracker/CXM): enter and maintain client, route, and service data, and troubleshoot system issues.
- Track, request, and renew insurer service authorizations (Medicaid/Passport, Anthem, Buckeye, CareSource, Molina, Plan4Home, Area Office on Aging).
- Reconcile delivery and service-unit data against approved authorizations before handoff to Accounting for billing.
- Partner with Accounting on claim submission timelines and denial follow-up.
- Maintain client files and prepare documentation for state, Medicaid, and Area Office on Aging audits.
- Run routine and ad hoc reports for agency leadership.
- Pitch in on cross-training, client/volunteer customer service, and occasional community engagement events.

What You'll Bring - Qualifications:

- Associate's or bachelor's degree in a related field (healthcare administration, business, IT, social work, or similar), or 5+ years of equivalent experience.
- 5+ years of experience with a relational database, CRM, or client management system; healthcare, insurance, or human services experience strongly preferred.
- A track record of high accuracy in data entry and the ability to self-audit your own work.
- Strong organizational and time-management skills; comfort meeting daily deadlines with minimal supervision.
- Proficiency with MS Office 365 (especially Excel) and comfort learning new software platforms.
- Strong written, verbal, and interpersonal communication skills.
- Bonus: experience with medical/insurance billing, claims reconciliation, Medicaid/Medicare or waiver programs, or accounting software (e.g., MIP).

Additional information:

You don't need to check every box above. If your experience is transferable and you're strong on the core skills (data accuracy, CRM systems, time management), we encourage you to apply.

Mobile Meals of Toledo is an equal opportunity employer and complies with all applicable federal and state laws regarding nondiscrimination. We do not discriminate on the basis of race, color, national origin, age, marital status, sex, sexual orientation, gender identity, gender expression, disability, religion, height, weight, or veteran status in employment or program delivery.

To Apply:

Email info@mobilemeals.org with "Data & Compliance Coordinator" in the subject line. Resume required; cover letter optional.