



## **Patient Service Representative – Full Time**

**Date:** 9/19/23

**Location:** Everett/ Silver Lake

Western Washington Medical Group's Cardiology Clinic is looking for an energetic and friendly staff member to join our team!

**We currently have need for a full-time Patient Service Representative (PSR) in our Silver Lake clinic.**

Previous medical clinic experience is appreciated, including knowledge of electronic medical records systems. Must be flexible, a team player, attentive to details with exceptional customer service and multi-tasking skills.

The PSR works as a team member helping patient's pre-and-post visits, including reception, scheduling, checking-in/ checking-out, assisting with referrals, insurance authorizations, and other duties as assigned. Must be committed to delivering exceptional customer service to our patients on the phone and in person.

### **Essential Functions:**

Reception and customer service, includes but is not limited to:

- Answer multiple telephone lines using defined etiquette standards; route calls and messages
- Greet, direct, and offer assistance to visitors/patients
- Register new patients and schedule office and imaging appointments
- Input patient registration including insurance information, billing, and patient charge data into database with accuracy
- Answer patient questions and follow through on inquiries

### **Qualifications/ Education Background:**

- High school diploma or GED equivalent
- Some college coursework preferred

### **Work Experience:**

- Two years front office or medical reception support preferred
- Experience in a health care setting preferred
- Imaging scheduling experience preferred
- Must be able to provide proof of legal authorization to work in the United States

### **Special Training/Skills:**

- Demonstrates professionalism and exceptional customer service skills
- Microsoft application skills: Word, Excel and Outlook
- Data entry skills required
- Excellent organizational skills, high attention to detail and accuracy

- Familiarity with electronic medical records. EPIC experience is a plus
- Ability to demonstrate knowledge and skills necessary to provide excellent care based on patient needs
- Works well in a team environment or independently

**Benefits:**

- 401(k)
- 401(k) matching
- Dental insurance
- Disability insurance
- Health insurance
- Health savings account
- Life insurance
- Paid time off
- Paid training
- Retirement plan
- Vision insurance

Our staff not only enjoys full benefits and professional growth opportunities, but also an environment noted for diversity, community involvement, intellectual excitement, and collaboration. We are interested in learning more about you and appreciate you taking the time to apply online.

**Schedule:** Full time day schedule, Monday – Friday. 8 hour shifts. No evenings or weekends.

**Salary Range:** \$20.00 - \$23.00 per hour, depending on experience, skill set, and education.

**To Apply:** please send cover letter and resume to: [CardioManager@wwmedgroup.com](mailto:CardioManager@wwmedgroup.com).

*Western Washington Medical Group is an Equal Opportunity Employer. We celebrate diversity and inclusion and welcome applications from qualified candidates, regardless of race, color, religion, sex including sexual orientation and gender identity, national origin, disability, protected veteran status or any other characteristic protected by applicable federal, state or local law.*