



Patient Service Representative – Full Time

Date: 6/21/22

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

The Patient Service Representative works as a team member helping patients pre-and-post visit, including reception, scheduling, checking-in/ checking-out, assisting with referrals and 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:

- Answers multiple telephone lines using defined etiquette standards; route calls and messages.
- Greets and directs visitors/patients and offers assistance.
- Registers new patients and schedules office and imaging appointments.
- Inputs patient registration, billing and patient charge data into database.
- Answers questions and follows through on inquiries.

Qualifications/ Special Characteristics/ Requirements:

Education Background

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

Work Experience:

- Two years administrative or medical reception support preferred
- Experience in a health care setting preferred
- Imaging scheduling experience preferred.

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.
- Knowledge of physician practice management systems preferred.

- Familiarity with electronic medical records.
- Ability to demonstrate the knowledge and skills necessary to provide care appropriate to the age of the patients served.
- Works well in a team environment or independently

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're interested in learning more about you and appreciate your taking the time to apply online. We are committed to employing a diverse workforce. We welcome job applications from qualified individuals without regard to race, color, creed, religion, ancestry, national origin, age, sex, pregnancy, marital status, physical or mental disability, or any other protected characteristic.

Schedule: Full Time, Monday – Friday.

Salary: DOE

To apply, please send cover letter and resume to: tsarsted@wwmedgroup.com.

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