



## Western Washington Medical Group

### **Patient Services Representative – Full Time**

**Location:** Marysville – 1630 Grove Street

Small family practice office has an immediate opening for a Patient Services Representative (PSR) with experience.

At Grove Street Family Clinic, we have been dedicated to serving our community for nearly twenty years. We are a small team of two nurse practitioners, two medical assistants, and a PSR. We believe in teamwork and supporting each other in a positive and patient-centered environment.

### **Why Work Here?**

You give your all, and so do we. We are committed to providing an excellent workplace experience and a wonderful employee experience. We offer:

- Competitive Pay
- Medical, Dental, Vision Insurance
- AD&D, LTD and Basic Life are provided for all employees
- 401(k) plan with a generous profit share and match
- Two weeks of vacation time accrued per year
- 9 Paid Holidays per year
- Sick time accrued per Washington State law
- A family friendly and patient focused workplace
- The opportunity to work for the best healthcare company in Washington

### **Duties include by are not limited to:**

- Schedule patient appointments
- Check in and check out patients
- Scan insurance cards and patient IDs
- Update patient information as needed in the computer system
- Verify medical insurance coverage
- Collect co-pays/ balances at the end of the day
- Answer incoming calls
- Make outbound calls as needed
- Prep charts for the following day
- Work in high-pressure situations while maintaining a caring and understanding attitude with patients and other staff members.

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

- Reliable, punctual and committed to providing quality care
- Ability to multi-task with flexible changing job duties throughout shift
- Must be team-minded, friendly, self-driven, and professional
- Good communication skills as well as time management
- Excellent organizational skills, high attention to detail and accuracy
- Microsoft application skills: Word, Excel and Outlook

- Data entry skills required
- Demonstrates customer service skills
- Knowledge of medical terminology
- Must be familiar with HIPAA practices
- Experience with EPIC is preferred
- The ability to multi-task and keep pace with the clinic and provider needs
- Excellent communication skills, written and verbal
- You must be able to provide proof of legal authorization to work in the United States

**Education Background:** High school diploma or GED equivalent.

**Physical Abilities:** Ability to sit for up to five hours at a time. Able to operate a computer.

**Physical Demand Level:** Medium. In an 8-hour workday, must be able to:

- Sit, stand, walk, bend, squat, kneel, and reach above shoulders
- Push and pull
- Perform fine motor functions
- Must possess functional vision, hearing, and speech in order to communicate effectively with patients and staff.

We're interested in learning more about you and appreciate you taking the time to apply online.

**Schedule:** Full time – Monday thru Thursday 7:45am - 5:30pm.

**Salary:** Hourly wage, \$21-24 per hour depending on experience, skill set, and education.

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

*Western Washington Medical Group is an Equal Opportunity Employer. We celebrate diversity, 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.*