



Western Washington
Medical Group

Patient Service Representative – Full Time

Date: 3/13/24

Location: Everett

When you join the WWMG team, you will become part of the most professional, caring, and respected medical community in Washington. This isn't big business. We don't answer to Wall Street. We answer to our patients, and we provide them with the highest quality care – care that you can be proud of.

At our Imaging Center, we are a friendly group of 10 amazing professionals working closely together to learn from and support each other. We are a very organized yet fun workplace -we find every reason we can to celebrate each other, from birthday cake to frequent potluck lunches.

We currently have need for a full-time Patient Service Representative (PSR) at our Everett Imaging Center.

Previous medical clinic experience is appreciated, including knowledge of electronic medical records systems (preferably Epic). 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, 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 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
- Working knowledge of Epic EMR platform
- 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

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
- Unsurpassed growth opportunities
- 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
- Flexible schedules
- Lots of cross training
- A family friendly and people focused workplace
- The opportunity to work for the best healthcare company in Washington

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, no evenings or weekends. Monday to Thursdays 7:15am – 4:00pm; Fridays 7:15am – 3:00pm.

Salary Range: \$20.00 - \$22.00 per hour, depending on experience, skill set, and education.

To Apply: please send cover letter and resume to: csimpson@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.