



Western Washington
Medical Group

Job description

Patient Service Representative

Job Description:

Join our top-performing team at Western Washington Medical Group. 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. Minorities, women, disabled persons, and veterans are encouraged to apply*

Location:

WWMG's Mukilteo location at 18423 Mukilteo Speedway, Mukilteo, WA.

Job Summary:

Ideal candidate works reception in a fast-paced practice, helping patients with scheduling and checking-in/ checking-out, reception and customer service in person and on phones. May assist with referrals and authorization processing for insurances.

Special Characteristics:

Need a team player that is able to be comfortable with long stretches working on the phones.

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 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.
- College graduate preferred.

Work Experience:

- Two years administrative or clerical support preferred
- Experience in a health care setting preferred.

Special Training/Skills:

- Demonstrates 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.

Please send resume to Garran Ingersoll @ GIngersoll@wwmedgroup.com

Thank you for your interest!

Job Type: Full-time

Pay: \$19.00 - \$23.00 per hour