



Western Washington Medical Group (WWMG) is looking for health care innovators who want to make a difference! Patient Service Representatives provide direct support to patients to improve the quality and experience of care.

Patient Service Representative (PSR) - Neurology

Join our top-performing team at Western Washington Medical Group Neurology. Our physicians practice state-of-the-art medicine using the latest research and techniques to diagnose and treat patient's cardiovascular needs.

Job Summary:

This position is a full-time position.

Patient Service Representative works as a team in our Neurology site in Everett, Silver Lake, helping patients pre-and-post visit. Ideal candidate works reception, helping patients with scheduling and checking-in/ checking-out, displays top customer service in-person and on phones, and assists with referrals and authorization processing for insurances.

Our staff not only enjoys full benefits and professional growth opportunities, but also an environment noted for diversity, community involvement, intellectual excitement, and collaboration. Hours are M-F with no weekends and no on-call.

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.

- Some college coursework preferred.

Work Experience:

- Two years administrative or medical reception 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.

We look forward to hearing from you! Please forward your resume to Joe Smecker, Director of Operations – jsmecker@wwmedgroup.com

Western Washington Medical Group is 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.*