

Patient Service Representative

Join our top-performing team at Western Washington Medical Group Arthritis Clinic. Our physicians practice state-of-the art medicine using the latest research and techniques to diagnose and treat chronic disorders such as autoimmune disorders, arthritis, lupus, gout, fibromyalgia, and osteoporosis.

We are located in the WWMG's Bothell location at 1909 214th St SE, Bothell WA 98021. Conveniently off I-405 in Canyon Park.

Job Summary:

Ideal candidate works reception in a fast-paced medical clinic, 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.

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:

- Greeting patients and visitors with kindness and respect.
- 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.
- Data entry skills required.

Qualifications/ Special Characteristics/ Requirements:

Education Background

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

Licensure, Registration, Certification:

- Current Healthcare BLS

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.
- 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.

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

Physical Demand Level: Medium

In an 8-hour workday, must be able to-
Lift / Carry

- 20 to 50 pounds occasionally
- 10 to 25 pounds frequently
- up to 10 pounds constantly

As required, must be able to:

- Sit, Stand, Walk, Bend, Squat, Kneel, Crawl, Climb and Reach above shoulders
- Push and Pull
- Perform fine motor functions
- Must possess functional vision, hearing, and speech in order to communicate effectively with clients, client advocates, and staff.

Typical Working Conditions: Typically works indoors, in clinic setting.

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.*

If you are interested in applying for this position please send your resume to Nancy Spencer at nspencer@wwmedgroup.com