



**Western Washington**  
Medical Group

## **Patient Service Representative – Part Time**

**Date:** 3/21/23

**Location:** Bothell

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 Bothell Rheumatology, our 12 person team is incredibly proud of our workplace. We believe in continuous improvement, and work very hard to be sure that we offer world class care to our patients. We support each other, and always remember to add some fun into our workday. We are a team that is trusted by patients, are valued members of the community, and creators of positive change.

We currently have an opening for a part-time Patient Service Representative.

### **Duties/Responsibilities:**

The Patient Service Representative works as a team member helping patients pre-and-post visit, including reception, scheduling, checking-in/ checking-out, assisting with referrals and insurance authorizations, and other duties as assigned. Must be committed to delivering exceptional customer service to our patients on the phone and in person.

Previous medical clinic experience is appreciated, including knowledge of electronic medical records systems. Must be flexible, a team player, and attentive to details with exceptional customer service skills.

### **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 professionalism and exceptional 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
- Works well in a team environment or independently

**Why Work at WWMG?**

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
- 9 paid holidays
- A family friendly and people focused workplace
- The opportunity to work for the best healthcare company in Washington

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

**Schedule:** 20 hours/week, Monday to Friday 1:00pm – 5:00pm.

**Salary:** \$19.00 - \$24.00 per hour, depending on experience, skill set or education.

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