



**POSITION TITLE:** Senior PSR - Cardiology

**JOB STATUS:** Full-time, Non-Exempt

**REPORTS TO:** Office Manager/Administrator

**LOCATION:** Everett – Silver Lake

Western Washington Medical Group's Cardiology Clinic is looking for an energetic and friendly staff member to join our team! We currently have need for a full-time Senior Patient Service Representative (PSR) in our Silver Lake Clinic.

Previous medical clinic experience is required, including knowledge of electronic medical records systems. Must be flexible, a team player, attentive to details with exceptional customer service and multi-tasking skills. Our Senior PSR leads our front office staff and works as a team member helping patient's pre-and-post visits, including reception, scheduling, checking-in/ checking-out, assisting with referrals, insurance authorizations, and other duties as assigned. Must be committed to delivering exceptional customer service to our patients on the phone and in person.

Essential Functions:

Senior PSR – Lead role includes but is not limited to:

- Managing and delegated scheduling tasks for PSR staff including; work queues, In-baskets, Outside referrals, schedule changes
- Working directly with providers to address scheduling preferences and accuracy
- Assisting patient that need complex care coordination
- Troubleshooting with PSR staff with technical issues, patient care coordination and insurance
- Assisting clinical staff with scheduling needs , workflows and staff coordination

Reception and Customer Service, includes but is not limited to:

- Answer multiple telephone lines using defined etiquette standards; route calls and messages
- Greet and direct visitors/patients and offer assistance
- Register new patients and schedule office and 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/ Special Characteristics/ Requirements: Education Background

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

Work Experience:

- Two years front office or medical reception support required
- Experience in a health care setting required
- Imaging scheduling experience 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
- 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

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.

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.

Schedule: Full Time Day schedule, No weekends. Monday – Friday. Never after 5 PM

Job Type: Full-time

Salary: \$25.00 - \$28.00 per hour, depending on experience, skill level and performance

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Disability insurance
- Health insurance
- Health savings account
- Life insurance
- Paid time off
- Paid training
- Retirement plan
- Vision insurance

COVID-19 considerations:

This position is located in an ambulatory medical facility. PPE is provided and required following the DOH recommendations.

Education:

- High school or equivalent (Required)

Experience:

- Customer service: 2 years (Preferred - Medical)

Work Location: In person:

- Everett, WA 98208
- Reliably commute or planning to relocate before starting work (Required)
- Valid driver's license

If interested, please send your CV to [vcamus@wwmedgroup.com](mailto:vcamus@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.*