



**Western Washington**  
Medical Group

**Patient Service Representative/ Scheduling Coordinator – Full Time**

**Date:** 2/12/25

**Location:** 4225 Hoyt Avenue, Suite A, Everett, WA 98203

WWMG's Gastroenterology clinic is hiring for a Patient Service Representative/Scheduling Coordinator. We are looking for someone who has excellent communication skills and understands how to provide a high standard of customer service to patients. Must be able to multi-task and is driven and passionate about their work.

This is a split position, working part of the time as a Patient Service Representative and the other part as a Scheduling Coordinator.

**Duties include but are not limited to:**

- Schedule patient appointments and procedures, in person and over the phone.
- Check in and check out patients
- Scan insurance cards and patient IDs
- Update patient information as needed in the computer system
- Verify medical insurance coverage
- Collect co-pays/ balances at the end of the day
- Prep charts for the following day
- Work in high-pressure situations while maintaining a caring and understanding attitude with patients and other staff members

**Job Requirements:**

- Reliable, punctual and committed to providing quality care
- Ability to multi-task with flexible changing job duties throughout shift
- Must be team-minded, friendly, self-driven, and professional
- Good communication skills as well as time management
- Excellent organizational skills, high attention to detail and accuracy
- Microsoft application skills: Word, Excel and Outlook
- Data entry skills required
- Demonstrates customer service skills
- Knowledge of medical terminology
- Knowledge of physician practice management systems preferred
- Previous medical office experience required.
- EPIC experience a plus.
- Must be familiar with HIPAA practices
- Must be able to provide proof of legal authorization to work in the United States
- Education Background: High school diploma or GED equivalent

**Benefits include:**

- Medical, Dental, and Vision Insurance
- AD&D, LTD and Basic Life are provided for all employees

- 401(k) plan with a generous profit share and match
- Two weeks of vacation time accrued per year
- 9 Paid Holidays per year
- Sick time accrued per Washington State law
- A family friendly and people focused workplace
- The opportunity to work for the best healthcare company in Washington

**Schedule:** Full time, 40 hours per week in clinic. Monday – Friday, no evenings or weekends.

**Salary:** Hourly wage, \$22 - 26 per hour depending on experience, skill set, and education.

**To Apply,** please send cover letter and resume to: [jona\\_f@wwmedgroup.com](mailto:jona_f@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.*