



Western Washington Medical Group

Patient Service Representative – Full Time

Date: 9/16/24

Location: Silver Lake

Patient Service Representative needed for our multi-specialty clinic at our Silver Lake (Everett) location. Selected candidates will work with several different departments; Pulmonary, Sleep, Nephrology, & Family Medicine.

We are looking for someone who has excellent communication skills, 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.

Duties include but are not limited to:

- Schedule patient appointments
- 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
- Process incoming referrals and schedule new patient appointments
- Work in high-pressure situations while maintaining a caring and understanding attitude with patients and other staff members.

Special Training /Skills:

- 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
- Familiarity with electronic medical records
- Must be familiar with HIPAA practices
- Ability to demonstrate the knowledge and skills necessary to provide care appropriate to the age of the patients served
- Must be able to provide proof of legal authorization to work in the United States

Education Background: High school diploma or GED equivalent.

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.

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

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

Schedule: Full time (40 hours per week). Monday – Friday 8:00am-5:00pm or 7:00am-4:00pm.

Salary: Hourly wage, \$20-24 per hour depending on experience, skill set, and education.

To Apply, please send cover letter and resume to: rsundquist@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.