CommunityHealth

Patient Services Specialist – Bilingual POL/ENG (Part-time or Full-time)

Do you believe everyone should have quality health care? Are you someone who absolutely loves helping others? Are you organized and very detail-oriented? If so, the Patient Service Specialist role would be a great fit for you!

Patient Services Specialist at CommunityHealth is a unique opportunity to apply your skills to helping ensure quality health care for all… while working in a flexible, friendly, multicultural environment where everyone is passionate about the same goal.

The Opportunity: CommunityHealth is seeking a bilingual (Polish/English) Patient Services Specialist (PSS) to provide an exceptional care experience for patients at the front desk. Under the general supervision of the Patient Access Manager, the PSS will help patients connect to care by assisting with registration, checking patients in and out for appointments, and providing overall support to ensure a welcoming and positive patient experience. The ability to communicate effectively in both Polish and English is essential to helping patients navigate the healthcare system, understand the registration process, and feel welcomed, supported, and confident throughout their care experience.

Schedule: Part-time positions are available for 15–30 hours per week, and full-time positions are available for 75 hours per biweekly pay period.

Duties and Responsibilities

- Provide a high level of customer service, in a high volume setting
- Inform patients of clinical policies and procedures to facilitate patient care and compliance
- Register new patients, ensuring all eligibility paperwork is properly collected, processed, and uploaded into the electronic medical record
- Schedule appointments via phone and in person
- Perform reception duties which include answering phones, and follow-up on voicemail messages
- Provide support for direct team members, and other clinic staff and volunteers
- Other Duties as needed, including, but not limited to, interpreting for provider visits

Qualifications

- Must be bilingual and bicultural English and Polish
- Be dependable, reliable, and able to work evenings and Saturday shifts
- Must be willing to always communicate and interact with patients
- Strong interpersonal and customer service skills, and ability to work with diverse groups
- Strong organizational and time management skills, with displayed attention to detail
- 1 year of work in a community or healthcare setting preferred
- Basic Microsoft Office skills: Word, Outlook, Excel
- Previous experience working with electronic medical records preferred
- Commitment to the CommunityHealth mission, model of service delivery, and core values
- LIFE EXPERIENCE: We know that many of your character-building experiences do not show up neatly on a resume. Please use a cover letter to tell us why you would be a good fit for this job, especially those qualifications that do not appear on your resume.

Compensation and Benefits

- The starting salary range for this entry level position is $18.00 - $20.33/hr ($35,100 - $39,644)
- CommunityHealth values wellness and work/life balance for our employees. To that end, we offer a wide range of benefits for employees, such as health insurance, retirement savings, a variety of opportunities for paid time off, and more. Read more about our Total Rewards Package at https://communityhealth.org/wp-content/uploads/Total-Rewards-Package.pdf

TO APPLY: Interested candidates are invited to submit cover letters and resumes (NO PHONE CALLS) to:
Vickie Chester, Patient Access Manager | vchester@communityhealth.org **|** www.communityhealth.org

NOTE: All employees are required to be fully vaccinated against COVID-19, and boosted when eligible, and must show proof of MMR and varicella vaccination or immunity as a condition of employment (or must obtain approval of a medical or religious exemption) **prior to start date.**

CommunityHealth is an equal opportunity employer and is committed to building a diverse team. Bilingual (especially Spanish or Polish speakers) candidates are strongly encouraged to apply for all positions at CommunityHealth. Our work environment is safe and open to all employees, respecting the full spectrum of race, color, religious creed, sex, gender identity, sexual orientation, national origin, political affiliation, ancestry, age, disability, genetic information, veteran status, etc.