Patient Services Specialist – Bilingual SPN/ENG

Do you believe everyone should have good health care? Are you someone who absolutely loves helping people, and building relationships with 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 seeks to hire a Full Time Bi-lingual (Spanish/English) Patient Services Specialist who will be working with patients at the Front Desk, to provide an optimum care experience. In this role, under the general supervision of the Patient Access Manager, the PSS will partner with patients in connecting them to care by assisting with registration, checking patients in/out for their appointments, and providing overall support to ensure a positive patient experience,

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 in Spanish and English
- 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 $16.50 - $18.65/hr ($32,175 - $36,367)
- CommunityHealth values wellness and work/life balance for our employees. 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.

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

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NOTE: All employees are required to be fully vaccinated against COVID-19, and boosted when eligible, as well as need to provide documentation of MMR (Measle, Mumps, and Rubella) and Varicella (Chicken Pox) vaccination/immunity as a condition of employment (or must obtain approval of a medical or religious exemption) **prior to start date.**

CommunityHealth

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.