



## Patient Services Specialist – Bilingual ENG/SPN

Are you someone who absolutely loves to be of service to others? Do you enjoy when people depend on you for help? Are you organized and detail-oriented? Do you thrive on building relationships with others? If so, the Patient Service Specialist role could be a great fit for you.

This is not your average front desk, receptionist position – it's so much more! Working as a Patient Service Specialist at CommunityHealth can be a highly fulfilling job that allows you to have an impact on our patients, community and each other.

**Our Mission:** Serving those without essential health care.

**Our Vision:** Building healthier communities.

**The Opportunity:** CommunityHealth seeks to hire a full-time bilingual (Spanish/English) Patient Services Specialist (PSS) who will be working with patients at the Front Desk. Under the general supervision of the Patient Services 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 for the patients, including answering phone calls, and a variety of other administrative tasks.

### Duties and Responsibilities

- Welcome patients to our Health Center
- 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,
- Perform reception duties which consist of answering phones, calling patients to follow up on patient needs, and follow-up on voicemail messages
- Provide support to other clinic staff and volunteers
- Other Duties as needed, including, but not limited to, interpreting

### Qualifications

- Must be bilingual and bicultural English and Spanish
- Must be willing to communicate and directly interact with patients
- Possess a high level of customer service and interpersonal skills
- Dependable, and willing to learn new skills
- Ability to organize, prioritize responsibilities, and multi-task
- Able to work individually, as well as within a team
- Basic Microsoft Office skills: Word, Outlook, Excel
- Previous experience working with electronic medical records (preferred)
- Able to work evening and weekend hours
- Commitment to the CommunityHealth mission, model of service delivery and core values

### **Compensation and Benefits**

- The salary range for this entry level position is \$31,200 - \$35,100.
- CommunityHealth offers a wide range of benefits to its employees. Visit [our website](#) to learn more about our Total Rewards Package.

CommunityHealth is an equal opportunity employer and is committed to building a culturally diverse staff. Bilingual (especially Spanish or Polish speakers) and minority candidates are strongly encouraged to apply.

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