



## 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 two full-time bilingual (Spanish/English) Patient Services Specialists (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

- 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

- Commitment to the CommunityHealth mission, model of service delivery, and core values
- Must be bilingual and bicultural English and Spanish
- Be dependable and reliable, and able to work evening and rotating weekend 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
- Basic Microsoft Office skills: Word, Outlook, Excel
- Previous experience working with electronic medical records (preferred)
- **LIFE EXPERIENCE:** We know that many of your most character-building experiences – where resourcefulness and grace were required to persevere – 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 salary range for this entry level position is \$16.50 - \$18.65/hr (\$32,175 - \$36,367)
- CommunityHealth offers a wide range of benefits to its employees. Visit our site 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.

All employees are required to be fully vaccinated against COVID-19 and boosted when eligible as a condition of employment or obtain approval of a medical or religious exemption prior to their start date.

**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)