

## JOB POSTING

Position: Patient Service Assistant      Date of Posting: 01/04/2012      Work Area: Primary Clinic

### Position Summary:

The Church Health Center of Memphis has an opening for a full time Patient Service Assistant (PSA) in its Primary Clinic to provide front desk services to patients coming to the clinic for health care. This includes answering/routing all incoming calls, scheduling appointments, verifying medical insurance eligibility, collecting patient demographics/ fees, and posting data in system. The PSA is the first point of contact for our patients; and as such, must administer front desk services in a timely efficient manner to maintain the flow of patient check -in /check-out. Strong attention to detail; the ability to manage multiple tasks at one time; and strong time management skills are a must. This position is best suited for those with past experience in a similar high volume, fast-paced medical office environment.

Clinic hours are from 7 am to 9 pm Monday through Thursday; Friday 9 am to 6 pm; and Saturday from 8 am to 12 noon.

It is very important that interested candidate(s) have flexibility to work a varied schedule in this position (a mix of days, evenings, and weekends) to be considered for this position.

Being bilingual in Spanish is a plus for this position

To be considered for this position, applicants *must* meet the criteria set forth below

## JOB DESCRIPTION

### Essential Functions:

The PSA is responsible for:

- Making established patient appointments
- Patient Scheduling, Orientation & Follow up
- Coordination of daily fee collection and clinic financial report reconciliation
- Direct phone reception duties for patients, volunteers and donors
- Verifying medical insurance eligibility
- Filing of patient records

### Education/Experience Requirements:

Candidate should have:

- A High School diploma or equivalent
- 2 years minimum continuous working experience in a fast paced environment (a medical setting strongly preferred) in a similar position of front desk service/customer service. Please note: externships only are not applicable.

### Special Skills & Knowledge:

The following special skills and knowledge is required:

- Exemplary customer service and interpersonal skills
- Demonstrated team player skills coupled with a high level of workplace maturity
- Very good listening skills
- Excellent communication skills (oral and written)
- Strong fee collection/ reconciliation experience
- Superior computer skills with knowledge of Microsoft Office Suite
- Exceptional typing skills
- The ability to work self-directed and as part of a team

APPLICATION INSTRUCTIONS

Submit a current resume in as an attachment in an email. Type "PSA" in the subject line directly to:  
[paulsenc@churchhealthcenter.org](mailto:paulsenc@churchhealthcenter.org)

Please-no phone calls to the Clinic, The Church Health Center or Human Resources to determine status of your resume during the application process. An HR representative will contact you if we would like to interview you.

The hiring process includes a required background screening