



**JOB DESCRIPTION:
Patient Services Representative**

REPORTS TO: Patient Services Manager

EDUCATION & EXPERIENCE: High School Diploma or equivalent; Associate degree preferred. Healthcare experience preferred. At least one year's customer service experience required.

SKILLS: Excellent written and verbal communication and customer service skills utilize (AIDET) communication model, experience using Microsoft Office (Excel, Word, PowerPoint), bilingual in English/Spanish preferred not required. Detail oriented and Patient focused

DUTIES/RESPONSIBILITIES:

- Patient registration
- collect current and overdue service charges, and printing receipt,
- secure a daily cash box,
- reconcile daily charges and receipts.
- Answer phones, taking and forwarding messages and scheduling appointments.
- Ability to multitask and work in a fast paced environment
- Ability to verify patient insurance information
- Ability to use multi line phone system
- Ability to travel to other clinics to cover shifts as required
- Ability to operate office equipment (fax, printer, scanner)
- Agree to follow Waco Family Medicine policies and procedures as outlined in the employee handbook

OTHER DUTIES:

- Other duties as assigned by supervisor

PHYSICAL AND MENTAL REQUIREMENTS:

- Valid Driver's license
- Visual and auditory accuracy
- Shift length - 8 hours
- Indoor setting –
- Frequent use of computer
- Long periods of sitting
- Frequent use of telephone
- Continuous repetitive grasping and manipulation of both hands
- Continuous conversational communication

- Occasional reaching, walking, squatting, bending, kneeling, twisting and climbing
- Occasionally carrying, lifting, pushing and pulling of up to 25 lbs.
- Occasionally working in confined, noisy, dusty areas
- Regular use of personal transportation
- Understand/carry out simple/detailed, oral/written instructions with retention
- Read and interpret detailed specifications.

TO APPLY: Please visit our website at www.wacofamilymedicine.org and fill out an online application located under Careers.

REVIEWED WITH EMPLOYEE:

Employee

Supervisor

Date