



FAMILY HEALTH CENTER

JOB POSTING

DATE POSTED: January 18, 2012

POSITION: Medical Patient Service Representative / Interpreter

REPORTS TO: Business Office Supervisor

AVAILABLE: Immediately

HOURS: 8:30AM – 5:30PM Monday, Tuesday, Wednesday, Friday
10:00AM-7:00PM Thursday – May Include Opening at 7:30 AM or Closing.

JOB SUMMARY:

Perform day-to-day functions of the clinic's front office as assigned by the Front Office Coordinator, including appointment scheduling, patient registration, payment collection, telephone and switchboard operations, nurse and provider paging, and other patient inquiry and problem resolution. Bilingual a plus. Provide courteous, unbiased and professional service to patients and assist other clinic staff as required.

QUALIFICATIONS:

- High school graduate; some college coursework preferred.
- Two years experience in a medical office or other healthcare setting preferred, customer service experience a must.
- Knowledge of ICD-9-CM and CPT-2004 diagnostic coding classification systems preferred.
- Working knowledge of computer applications: word processing, medical office management, and spread sheet.
- Working knowledge of third-party payer systems: Medicare, Medicaid, commercial and Department of Health programs.
- Ability to accurately record and transmit detailed information.
- Ability to interpret and comply with applicable regulations.
- Well developed written and oral communication skills.
- Ability to exercise good judgment in evaluating situations and making decisions.
- Ability to use tact and sensitivity to timing in personal transactions.
- Demonstrated understanding of customer service principles.
- Previous experience in operation of office machinery: personal computer, printers, copiers, FAX, postage machine, telephone systems.
- Ability to reach, stoop, walk, and lift 25 lbs. Adequate vision.

Send resumes to Linda Reese, Administrative Assistant, Family Health Center, 1001 West Worley, Columbia, MO, 65203, email to jobs@fhcmo.org or fax 573-814-2784