



**INFANT WELFARE SOCIETY of CHICAGO**  
*a community health center*

## EMPLOYMENT OPPORTUNITY

### Patient Support Specialist (Full-Time)

The Infant Welfare Society of Chicago (IWS), a comprehensive, community-based health center in Chicago's Logan Square neighborhood, is seeking a Full-Time Patient Support Specialist (**Bilingual English/Spanish**) to work as a critical part of its Operation's Team.

#### Position Responsibilities

The Patient Support Specialist (PSS) will provide superior customer service in receiving and directing patients arriving for scheduled medical appointments. The PSS will act as a liaison between patients, providers and staff members by providing prompt and professional service. The PSS registers patients utilizing the appropriate computerized system, verifies and updates patient demographics and insurance/Medicaid eligibility, collects any payments due at time of visit and performs other duties related to patient processing.

#### Knowledge, Skills, and Abilities

The successful PSS candidate must have be a high school graduate and two years related experience or work in a clinic or hospital setting. The candidate must be computer proficient and familiar with Microsoft applications and medical practice management systems. Experience with Athena and Dentrix a plus.

#### Qualifications

The successful candidate must have excellent communication and customer service skills. Given the direct patient contact and the makeup of our patient population, bilingual (English/Spanish) ability is required

Two years related experience or work in clinic/hospital setting

If you or someone you know is interested, please submit resume to Candice Collier by Friday, July 17, 2020.

