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.