



EMPLOYMENT OPPORTUNITY

Patient Support Specialist III (Full-Time)

IWS Family Health (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 **at their Dunning location (6416 W. Belmont Ave. Chicago, IL 60634)**.

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 been a high school graduate and two years related experience or work in a clinic or hospital setting, or 2 years of experience in customer service. The candidate must be computer proficient and familiar with Microsoft applications and medical practice management systems. Experience with Eclinicals (ECW) preferred.

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 is preferred.

If you or someone you know is interested, please submit resume to Karina Aguilar at hr@iwsfamilyhealth.org

