

Job Announcement



Position Title: Patient Services Manager

Supervises: Patient Services Representatives

Reports To: COO

Written by: Human Resources Department

Department: Clinic

FLSA: Exempt

Effective Date: 9/16

Approved by: CEO

Mission Statement: It is our mission to improve the quality of life for the diverse communities of South Los Angeles and Southeast Los Angeles County by providing affordable and comprehensive health care and education in a welcoming and multi-cultural environment. We aim to lead the way in health care in South Los Angeles, as the premier provider and employer of choice offering comprehensive, high quality, affordable, efficient and culturally responsive services.

FUNCTIONS: To provide leadership and supervision of the Patient Services functions with the goal of providing the highest quality of customer service for all patients in a culturally and linguistic sensitive environment.

RESPONSIBILITIES: Train patient services staff on functions of financial screening/eligibility for all programs in conjunction with the billing department; ensure that patients are processed in a timely and accurate manner; actively participate in patient flow committee; provide monthly work schedules to staff; conduct performance management and evaluations for staff; stay abreast and implement various program changes; compose and submit reports as needed/required; attend trainings, workshops and seminars. As needed.

QUALIFICATIONS: BA degree of equivalent. Minimum one year prior supervisory experience in a clinical setting required. Medical billing experience and knowledge of medical terminology preferred. Must have excellent phone, communication and customer service skills. Must work well with constant interruptions. Must be able to multi-task and work well under pressure. Must be bilingual/biliterate English/Spanish and a team player. Bilingual required.

Education and Knowledge

- Demonstrate knowledge of safety, infection control & emergency policies and procedures.
- Require knowledge of office equipment, medical terminology, customer service, and some medical billing experience.
- Must be able to communicate effectively, in English/Spanish both verbally and written

Experience

- Must have minimum 3 year prior supervisory experience required, preferably in a clinical setting, including effective customer service methods.
- Medical billing experience and knowledge of medical terminology preferred

Skills and Abilities

- Knowledge of internet
- Type 40 wpm
- 10 Key by touch
- Ability to adjust to fluctuating work volume
- Bilingual English/Spanish required

TO APPLY, PLEASE VISIT:

https://workforcenow.adp.com/jobs/apply/posting.html?client=socentra&cclid=19000101_000001&type=MP&lang=en_US