



## **JOIN THE TEAM!**

### **Dental Customer Registration Representative Full Time**

Join the Eisner community healthcare team! Founded in 1920, Eisner Health provides high-quality, integrated community healthcare to the underserved population in Downtown Los Angeles, Lynwood, Van Nuys, Panorama City, and Sherman Oaks. As one of the largest providers of accessible, free, or low-cost health and social services in the area, Eisner Health offers a wide variety of opportunities to choose from. So don't delay, we are waiting to hear you!

#### **Quick Facts:**

Eisner Health is seeking an experienced Customer Registration Representative to join our professional team! Under the direction of the department supervisor, this position performs assigned functions for continuity of patient care and efficient patient flow.

#### **Position Description:**

- Responsible for discharging patients and scheduling appointments at the completion of their visit.
- Makes appointments for all clinical and support services.
- Answers questions regarding clinic services and appointment-related information; directs questions to appropriate staff or department.
- Process laboratory orders, furnish the patient with the necessary requisition to have lab blood draw. Direct patient to laboratory draws station in the area.
- Fax/Filling all necessary documentation to any auxiliary or support services and data entry.
- Mail out appointments and or no-show letters of missed appointments to patients.
- Greets and directs patients and visitors coming in to the Dept.; answer their questions appropriately.
- Notifies his/her supervisor or the Dept. Director when waiting time for routine appointment is more than two (2) weeks.
- Able to work closely with support services in order to solve or find solutions discrepancies and or issues.
- Collecting payment for Laboratory orders not covered by patient's insurance and posting payment
- Active listening skills
- Able to handle and work in a high-stress environment
- Maintains a professional, friendly and courteous attitude in the performance of his/her duties.
- Handles patient information with utmost respect and confidentiality.
- Handles miscellaneous assignments as directed by his/her supervisor.
- Assist providers and support staff with questions regarding schedules.
- Supports the Center's mission of quality care and patient satisfaction.

#### **Requirements and Qualifications:**

- High school diploma or equivalency required.
- Knowledge of basic medical terminology.
- Bilingual English/Spanish required.
- Experience with multi-button telephone, computer and other simple business equipment; must learn the Center's computer and telephone system within three months of hire.
- Must learn procedures in appointment and telephone operator within three months of cross-training.
- Must demonstrate excellent telephone and customer service related skills.

**In addition to competitive salaries, Eisner offers the following benefits for employees working 32 hours or more per week:**

- Medical, Dental, and Vision Insurance
- Employer-Sponsored Group Life and Accident Insurance
- Voluntary Supplemental Insurance
- Retirement Plan – 401k
- Employer-Sponsored Long-term and Voluntary Short-term Disability Programs
- Transportation and Parking Subsidies
- Flexible Spending Health and Child Care Plans - Section 125
- Robust Paid Time Off (PTO) Program
- Educational Tuition Reimbursement (up to \$500 per year)
- Employee Assistance Program (EAP)

**EEO Statement:**

Eisner Health is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. Eisner Health does not discriminate on the basis of race, religion, color, sex, gender identity, gender expression, sexual orientation, age, disability, national origin, or veteran status.

**TO APPLY, EMAIL YOUR RESUME TO: [JFALCON@EISNERHEALTH.ORG](mailto:JFALCON@EISNERHEALTH.ORG)**