



## JOB DESCRIPTION

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**Job Title:** Patient Service Representative/ECW Trainer

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**Closing Date:** April 30, 2021 or until filled

**Apply:** jobs@schc.net, please state which job you are applying for

**Contact:** Kelsie Bolaño 385-955-6539

**Location:** Salt Lake City, UT

**General Summary of Duties:** This position will help with ECW Training. In down time or when needed this position will help with Patient Service Representative Duties. This may include all front office functions including customer service, patient registration, insurance verification, cashiering, appointment scheduling, answering telephones, filing, computer work, and handling medical records.

**Supervisor:** SLC Practice Manager

**Supervisory Responsibilities:** None

**Major Responsibilities/Tasks:**

1. Conducting ECW Training for new employees.
2. Side-by-side training with employees for enhancement.
3. Training on updates that may occur.
4. Conducting group trainings.
5. Welcomes patients/clients/visitors, determines purpose of visit, and directs them to the appropriate person or department.
6. Checks in patients and properly documents registration.
7. Verifies insurance and verifies patient demographics.
8. Schedules, cancels, and reschedules patient appointments.
9. Collects co-pays and cash from patients, gets authorization on credit cards.
10. Enters payment into the computer.
11. Files and retrieves medical records. Copying and faxing duties.
12. Practices and adheres to the Mission, Vision, and Values Statement.
13. Reads, understands, and adheres, to all Sacred Circle Health Care policies and procedures.
14. Responsible for keeping patient waiting areas, office, and files clean and organized.
15. Any other duties as assigned.

**EDUCATION:** A high school diploma or GED is required.

**EXPERIENCE:** Minimum one (1) year of experience in a customer service or reception position, preferable in a medical office setting.

**KNOWLEDGE, SKILLS, & ABILITIES:** The jobholder must demonstrate current competencies applicable to the job position.

1. Efficient knowledge of office equipment including fax machine, copier, computer, telephones, etc.
2. Ability to handle multiple priorities at once with minimal supervision.
3. Ability to comprehend and follow written and verbal instructions.
4. Ability to organize and communicate clearly.
5. Skill in developing and maintaining effective working relationships with patients, medical staff, and the public.
6. Ability to react calmly and effectively in emergency situations.
7. Ability to interpret, adapt, and apply guidelines and procedures.
8. Ability to maintain confidentiality of patient and employee information.
9. Ability to learn and develop point of sale system and electronic medical skills.

**PHYSICAL/MENTAL DEMANDS/WORKING CONDITIONS:** Normal office environment. Work is often performed under stringent timelines and some evening and weekend work may be required. Frequent exposure to communicable diseases or body fluid. Requires full range of motion including manual and finger dexterity and hand-eye coordination. Staff must remain flexible and available to provide staffing assistance for any/all disaster or emergency situations.

**PHYSICAL DEMANDS, WORKING CONDITIONS, ESSENTIAL FUNCTIONS:**

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| ✓ Manual Dexterity  | ✓ Repetitive arm/hand movements        |
| ✓ Color Vision  | ✓ Exposure to communicable diseases    |
| ✓ Sight Acuity – far, near, depth perception              | ✓ Exposure to blood borne pathogens    |
| ✓ Ability to work under stress or in emergency situations | ✓ Sitting for long periods of time     |
| ✓ Reaching, bending, stooping, kneeling, crawling         | ✓ Hear alarms/telephones/tape recorder |
| ✓ Sense of smell/taste                                    |  |