PONSKY
FACIAL PLASTIC SURGERY

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POSITION: Patient Service Specialist

DEPARTMENT: Administrative

REPORTS TO: Physician and Practice Manager

JOB SUMMARY: The Patient Service Specialist performs the essential duties in a busy, growing plastic surgery practice. Provides a friendly and efficient patient experience when patients visit the practice. Responsible for greeting patients upon arrival, reviewing and verifying patient demographic/insurance information, obtaining signatures for HIPAA, etc, as necessary, coordinating their visit with the appropriate clinical staff members in an efficient and pleasant manner, collecting any monies due, scheduling follow-up appointments, and politely thank the patient at the end of their visit. Also responsible for answering telephones and providing patients with accurate information, maintaining patient files which includes entering updated patient information into the computer system, and distributing daily correspondence to the appropriate departments. The position description has been designated to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive list of all duties, responsibilities, and qualifications that may be required of the employee assigned to the position.

EDUCATION AND EXPERIENCE:

- High school diploma
- Basic typing, English, and mathematical skills
- Two years of experience in a medical office, preferably in a plastic surgery specialty setting, working as a patient service specialist
- Minimum of six months experience using an Electronic Health Record or Electronic Medical Record

ESSENTIAL SKILLS AND COMPETENCIES:

- Achieving a standard of excellence with our work processes and outcomes
- Striving for high patient satisfaction, going out of your way to be helpful and pleasant, and making care as convenient as possible
- Communicating clearly, which includes balancing listening and talking, speaking and writing clearly and accurately, influencing others, and keeping others informed
- Being helpful, respectful, approachable, and team-oriented, building strong working relationships and a positive work environment
- Taking ownership of your work, doing what is needed without being asked, and following through
- Managing time well
- Being punctual
- Being cost-conscious and thinking of ways to do the job more efficiently
- Being receptive to feedback, willing to learn, and embracing continuous improvement
- Pleasant personality and disposition
- Highly motivated and well-organized, with attention to detail
- Demonstrates neat and orderly work habits
- Ability to multi-task
- Ability to use a Windows-based computer and Windows-based applications as well as IOS devices.