



## PATIENT SERVICES REPRESENTATIVE - LEAD

Job Requisition # **21-0030**  
Location: **Riverside Health Center**  
Application Deadline: **Until Filled**

Hours per Week: **40**  
Status: **FT (1.0 FTE)**  
Benefit Eligible: **Yes**

All people share a powerful need for the basic necessities of a good life and a place that understands that good health starts with a caring touch and a kind word. Since 1971, the Community Health Centers of Burlington (CHCB) has provided access to high quality health care regardless of financial status or life circumstance. We strive to improve the health of all within the communities we serve in an environment that conveys respect, offers support, and encourages people to be actively involved in their own health care. Our positive, mission-minded staff make CHCB a great place to work!

CHCB is an innovative Federally Qualified Health Center with eight sites throughout Chittenden County and southern Grand Isle County. We are an Equal Opportunity Employer and are especially interested in candidates who can contribute to the diversity and excellence of the organization. We offer a generous benefits package to eligible employees and a competitive minimum hourly wage for entry-level positions.

### Essential Duties

Responsible for providing high quality customer service to co-workers and all visitors to CHCB. Efficiently manages patient flow including patient registration, coordinating with clinical staff, answering questions and/or referring patients to other CHCB services or departments. Also responsible for ensuring the daily operations of department are carried out and are compliant with CHCB policies and procedures through supervision, mentoring and coaching of Patient Services Representatives.

### Basic Qualifications

#### Education and Experience

- High School Diploma or GED
- 3 years' experience in a medical office environment in a customer service role

#### Knowledge, Skills and Ability

- Ability to coach and/or mentor co-workers when required
- High-level customer service skills including ability to maintain an even tone in the face of conflict.
- Good computer skills including accurate data entry and the ability to use Microsoft Office products including Word, Excel and Outlook as well as electronic scheduling systems.
- Ability to convey detailed information, ensuring others understand
- Ability to give full attention to what others are saying, to understand the points being made, and to ask appropriate clarifying questions.
- Ability to self-motivate, attend to and retain detail, and prioritize/re-prioritize with minimum supervision.
- Ability to handle a fast-paced and changing environment
- Willingness to cover satellite clinics and a variety of shifts as needed.

To apply for this position, please send a resume and cover letter to: [HR@CHCB.org](mailto:HR@CHCB.org)  
The Human Resources Department will contact applicants who have been chosen to continue through the applicant selection process.  
**Learn More! See our Website at [www.chcb.org/careers/positions-available](http://www.chcb.org/careers/positions-available)**