



JOB ANNOUNCEMENT

Patient Service Manager

October 2017

South Central Family Health Center, a non-profit community clinic, providing medical, dental and behavioral health services, serving inter-city Los Angeles for over 35 years, seeks to hire a Patient Services Manager for its busy Los Angeles location.

FUNCTIONS: To provide leadership and management 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: Bachelor's degree or 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.

Salary: Commensurate with experience. Full benefits, including medical and dental

Opening: ASAP

Positions: 1

To Apply: Send cover letter & resume to hr@scfhc.org or fax to (323) 908-4257

Deadline: Open until filled

NO PHONE CALLS PLEASE

South Central Family Health Center is an Equal Opportunity Employer