



**Codman Square**  
Health Center

Codman Square Health Center  
637 Washington St  
Dorchester, MA 02124  
617-825-9660 | codman.org

**POSITION:** Patient Service Representative I

**DIVISION:** Operations

**REPORTS TO:** Practice Administrator

**DEPARTMENT:** Call Center

**FLSA:** Non-Exempt

**FT/PT:** FT

**Position Summary:**

The Patient Service Representative (PSR I) reports to the Practice Administrator and works within the assigned Clinical Area. The PSR I is responsible for performing tasks that directly support Health Center's front-end revenue cycle management functions and clinic administrative processes.

The PSR I is required to provide excellent customer service for patients, staff and providers alike, and to ensure a positive patient experience for Codman Square Health Center's patients and their families.

The PSR I must have a solid knowledge of medical insurance terminology, good verbal and written communication skills, as well as the ability to effectively prioritize and manage their work.

All PSR I staff will be trained on the Codman Square Health Center's specific requirements and workflows and expected to adhere to all standards and protocols.

**Qualifications and Skills:**

- High school diploma or GED required.
- A minimum of 1 year experience in a medical/clinical office environment or Health or Dental insurance industry required.
- Previous customer service background required.
- Haitian Creole or Spanish preferred
- Excellent customer service and interpersonal skills.
- Ability to interact with diverse patient population.
- Solid computer literacy; ability to multitask, organize and prioritize one's own work.
- Solid understanding of medical insurance terminology.
- Previous experience and knowledge of Community Health Center Or Hospital patient registration systems, insurance eligibility verification systems ( i.e. MMIS, WebMD, Trizetto, NEHEN).

- Solid knowledge of insurance plans, concepts and terms.
  - Expected to stay abreast of scheduling rules, health care insurance changes and referral requirements.
  - Ability to quickly learn new systems and tasks; work as a team member and independently.
  - Ability to work in a fast pace environment.
  - Ability to listen well and devote full attention to patients and medical professionals alike.
  - Ability to be compassionate, caring, and to remain calm, even under the most stressful of situations,
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*Codman serves a diverse population. Applicants who have a multicultural background and/or bilingual are encouraged to apply. We offer a generous benefits package including:*

- *A retirement employee-funded 403(b) plan*
- *Competitive Medical, and Dental*
- *Employer-paid Life, Accidental Death & Dismemberment and Long-Term Disability Insurance*
- *Generous Vacation, Holiday, Personal and Sick Time Benefits*
- *Flexible Spending Reimbursement Accounts (Health and Dependent Care)*
- *Educational Assistance and tuition reimbursement Programs*
- *Commuter Benefits*
- *Other benefits and perks!*

**To Apply:** Send resume and cover letter to [codemp@codman.org](mailto:codemp@codman.org). **Job Code:** CallPSRI/Web

***CSHC is an Equal Opportunity Employer, M/F/D/V encouraged to apply***

*Visit [Codman.org](http://Codman.org) to view other opportunities*