Reputable Community Healthcare Clinic is hiring a Member Services Representative I

Join an organization which is respected and well loved by the Community we serve!

This is a great opportunity to share your work with an organization that cares for the community of Healdsburg, Windsor, Geyserville, and beyond.

At Alliance Medical Center (AMC), we believe everyone deserves the highest quality care. We provide primary medical and dental care within a broad array of services - including prenatal, a teen center, all ages dental care, mental health, nutrition health services - that help our patients’ live healthier lives.

Our mission is to improve the health and wellness of our diverse communities. We provide accessible, caring, and high quality healthcare services. We are a recognized Federally Qualified Healthcare Center (FQHC) leader in improving the health of our communities. We are proud to serve a diverse population of approximately 13,000 predominantly Spanish speaking patients.

AMC’s Healdsburg and Windsor Medical locations are both recognized PCMH (Patient Centered Medical Home) sites and we are proud to be eligible to recruit National Health Service Corps Scholars, Physicians, and Registered Nurses with student loan repayment needs with Highest HPSA Primary Care score 18!

Alliance Medical Center is currently hiring a full time Member Services Representative I:

The Member Service Representative I is an entry level role which primarily functions in the Clinic’s Call Center. Operates multi-line telephone system to answer incoming calls and routes members to appropriate AMC personnel. In addition, schedules appointments, responds to questions, and documents each call within the electronic health record (EPIC) and/or email. Inputs and provides information related to member’s accounts including demographics and billing/insurance information. Able to work successfully in a fast pace, dynamic work environment while providing high quality customer service. Ability to handle several tasks at the same time. Able to read, write and speak fluently in Spanish and English required. Must be detail-oriented in collecting, tracking, and monitoring information.

The Member Services Representative I at Alliance Medical Center has the following qualifications and skills:

- High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.
- Ability to read and comprehend simple instructions, short correspondence, and memos.
- Ability to write simple correspondence.
- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization
- Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's.
- Ability to perform these operations using units of American money and weight measurement, volume, and distance.
- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.
• To perform this job successfully, an individual must be able to type 45 WPM, is proficient with Internet and MS Office (Word, Excel and Outlook).

Why AMC?

AMC is a place which nurtures our employees and is mission driven – if you are looking for meaningful work, and want to work with the underserved community, this is the job for you! AMC offers excellent pay rate with a complete benefits package including medical, dental, vision, life insurance, vacation, sick leave, and retirement plan with a generous Employer Match.

To apply:

Email resume to hr@alliancemed.org with title of position in Subject.

AMC is a EOE