Reputable Community Healthcare Clinic is hiring a Member Services Representative II

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 II:

The Member Service Representative II acts as first point of contact by serving AMC’s mission in a culturally competent manner. Provides the highest level customer service care to the Clinic’s diverse communities. Operates multi-line telephone system to answer incoming calls and routes members to appropriate AMC personnel. Inputs and provides information related to member’s accounts including demographics and billing/insurance information. In addition, schedules appointments for all Clinic departments, 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. Greets all visitors and members by providing a positive experience at all times. Responsible for ensuring required member information forms are fully and appropriately completed and entered into electronic health records. Ensures that the waiting room environment is tidy and presentable. Responds to inquiries from members, visitors, and employees, and refers when necessary to the appropriate person and/or department. 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 II at Alliance Medical Center has the following qualifications and skills:

- High school diploma or general education degree (GED), required;
- Must have 1-2+ years’ work experience in an Inpatient/Outpatient medical/dental/behavioral health setting in a Call Center or Receptionist position, required;
- Ability to effectively present information and respond to questions and requests from patients, co-workers, and others as necessary, required;
- Bilingual Spanish, required;
• Basic Math skills, required;
• Basic computer skills including typing, internet and web application, MS Office (Word, Excel and Outlook), EMR skills, required;
• EPIC EMR knowledge, preferred;
• FQHC work experience, preferred;

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