**Patient Access Representative**

This position is responsible for creating, modifying, and rescheduling patient appointments for all CrescentCare locations.  Other responsibilities include, but are not limited too:

* Provide provision of clinical front office support
* Call retention, telephone encounters, document management and scheduling appointments
* Assist with programmatic data entry
* Provide excellent customer service

**Competencies**

* Excellent verbal and written communication skills
* Ability to take initiative, problem-solve and follow through on tasks and duties to completion.
* Flexible and non-judgmental ability to work with stigmatized populations and the general population.
* Culturally open when interacting with populations/clients of different backgrounds and value systems.
* Able to multi-task and function in an office with high call volume and face to face patient encounters
* Possess telephone etiquette skills to provide customer service for all patients
* Able to relate to all patients with a positive and caring attitude

**Requirements**

* **Punctuality is an imperative in this position**
* Demonstrated technical & computer skills appropriate for the position
* Federal criminal background check
* 40 hour work week

**Education Requirements**

* High School diploma or equivalent required
* If hired, documented proof of highest level of education completed must be delivered on first day of employment

**Preferred Qualifications**

* Associates Degree preferred
* Bachelor’s Degree can substitute for two years of experience
* 2-3 years’ experience in customer service highly desirable.
* 2 years’ experience in the medical field or prior call center experience preferred
* Bilingual preferred, but not required.
* Fluent in Spoken and Written Spanish
* Federally Qualified Health Center experience (FQHC)
* HIV/AIDS knowledge and patient experience
* Experience with the LGBTQ community

**Why CrescentCare?**

Our mission is to offer comprehensive health and wellness services to the community, to advocate empowerment, to safeguard the rights and dignity of individuals, and to provide for an enlightened public. We offer a broad range of health and wellness services for anyone and everyone who is seeking healthcare services in Greater New Orleans and Southeastern Louisiana.

CrescentCare is a culturally humble health care facility that welcomes all in the community and Black Lives Matter to us.

<https://crescentcarehealth.org/black-lives-matter>

**What We Do for Our Clients**

Primary Health Care • Pediatrics • Dentistry • Gender Clinic • Behavioral Health • Addiction Recovery

Case Management • Nutrition Programs • Medicaid/Insurance Enrollment • Legal Services

Food and Housing Assistance • Smoking Cessation • Syringe Access Program

Advocacy, Outreach, Education • HIV/Hep. C/STI Testing and Prevention • COVID-19 Screening

**Our Offer to You: An Extensive Benefits Package**

All Employees are W-2 Status

Employer Paid Benefits: Dental, Employee Wellness, Employee Assistance Program, Life Insurance

11 Paid Holidays, in addition to Vacation and Sick Days

Medical Insurance (Two Plan Options)

Vision Insurance

Long-Term Disability

Short-Term Disability

401(k) Plan – 1.5% Employer Contribution; additional Employer match with Employee Contribution

Discount Programs

\*No Relocation Package Available

\*No Work Visa Sponsorship Available

**If interested in being considered for this position, you must apply on the CrescentCare website using the following link:**

<https://crescentcarehealth.org/contact/join-our-team/>

*We are an Equal Opportunity Employer and do not discriminate against employees or applicants on the basis of race, color, national origin, ethnicity, citizenship status, religion, age, gender identification, pregnancy, marital or familial status, gender or sexual orientation, veteran or military status, physical or mental disability, genetic information, or on the basis of any other status protected by law, and in compliance with applicable federal, state and local laws.*