



We need a GREAT Front Desk Receptionist!

If you are good at ...

- Spreadsheets
- Data input
- Asking thoughtful questions
- Managing controlled chaos
- Using Google products
- Working with super fun, hard working people
- Being kind and patient

... We are the company for you!

Smith Physical Therapy + is looking for a part/full time (25-30 hrs) patient experience coordinator (PEC)/inside sales specialist at our facility in Crystal Lake.

When our patients call our clinics, the patient experience coordinator is the first person they talk to and that sets the tone for their entire journey with us. We want to help these callers become our patients as quickly and awesomely as possible. They are surprised by the excitement they hear in the specialist's voice as they talk about our company and how our therapists are the BEST in the field. The soon-to-be patients find the interactions so satisfying that they tell their friends about it and then those friends become our patients too. This company is different from any other physical therapy company because it is made up of happy and satisfied employees who fill other's lives with joy and education.

The most important characteristic of our patient experience coordinator is that they LOVE educating our patients. Smith Physical Therapy + is for people to make their lives better, together. Our job is to help. The PEC will help patients through understanding insurance options and processes, learning about all of the differing services and skill sets, and managing their schedule with their specific therapist. The patient experience coordinator treats patients the way we'd want someone to treat our friends. The marketing side of the job helps our PEC connect with the community that we love so much - introducing the therapists and increasing awareness within the community.

We succeed when our patients succeed so we are looking for someone that is charming, has stellar grammar, and has the ability to explain complicated things simply on the phone, in emails, and with creating some marketing content. We measure our success in efficiency, clarity,

decibels of laughter, and sometimes celebrate success with cocktails after work. The occasional use of an animated gif may be required.

Extra awesome is:

- Customer service experience
- Medical experience
- You actually like spreadsheets
- You've watched Simon Sinek's Ted Talk on "Start with Why"

How to apply:

- Step 1: Email denise.smith@smithptplus.com with the subject "You seem nice." We want our interactions with our patients to be memorable, so please make your email memorable as well. Tell us what makes you an awesome person and how you match up to the characteristics listed. Please send along your resume.
- Step 2: Follow the instructions that are emailed to you for the next stages of the interview process

Keywords:

- Patient Service Representative
- Healthcare customer service
- Patient care coordinator
- Medical office assistant
- Front desk medical receptionist
- Patient scheduling
- Medical appointment management
- Healthcare administrative support
- Patient registration
- Medical records management
- Insurance verification
- Patient billing and coding
- HIPAA compliance
- Patient communication skills
- Healthcare team collaboration