



Marshall B. KETCHUM UNIVERSITY

Patient Relations Representative

JOB SUMMARY

Are you looking for a position with growth potential and excellent benefits? A high percentage of employees hired into the Patient Relations Representative position eventually get promoted into other positions within the organization. If you are a people person and like to problem solve, please read on for the essential duties and responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Schedule patient appointments in person and on the telephone
- Greet patients as they arrive in the clinic
- Obtain insurance authorizations and verify insurance eligibility
- Enter data into clinic systems
- Work within a team to deliver excellent patient care and customer service
- Problem-solve patient issues

QUALIFICATION REQUIREMENTS

- Computer and mathematical skills are essential
- Ability to work a flexible 40 hour schedule that consists of Monday thru Saturday and possibly some evenings

EDUCATION AND EXPERIENCE

- High School Diploma or GED (general education development test); AND
- Six months related experience and/or training

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to walk and sit. The employee is frequently required to stand; use hands to touch, handle, or feel objects, tools, or controls; reach with hands and arms; and stoop, kneel or crouch.

The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, peripheral vision, and the ability to adjust focus.

ABOUT THE ORGANIZATION

Marshall B. Ketchum University, an independent, private, non-profit, accredited educational institution. Located in Fullerton, California. Marshall B. Ketchum University is a comprehensive health care university, built upon a legacy of over 110 years of academic excellence and clinical education.

MBKU is home to the Southern California College of Optometry, the School of Physician Assistant Studies and College of Pharmacy. Named after the founder of the optometric institution in 1904, the change to the University structure addresses the growing demand for highly skilled health care professionals.

The University's Southern California College of Optometry confers a Doctor of Optometry (OD) and a Master of Science in Vision Science (MS) degree. MBKU's School of Physician Assistant Studies under the College of Health Sciences awards a Master of Medical Sciences (MMS) degree. MBKU's College of Pharmacy welcomed its first class in the fall of 2016 and awarded a Doctor of Pharmacy (PharmD) degree in the Spring of 2020. MBKU owns and operates two premier eye and vision care centers: the University Eye Center at Ketchum Health and the University Eye Center at Los Angeles.

BENEFITS

MBKU provides an excellent benefits package including medical, dental, and life insurance, free vision exams, short and long term disability, generous paid time off plans, a university-sponsored retirement plan with a 9% contribution and an on-site fitness center located on the Fullerton campus.

HOW TO APPLY

Interested candidates, please send your resume to humanresources@ketchum.edu. Position is open until filled.

MBKU is an equal opportunity employer; requirements are subject to possible modification to reasonably accommodate individuals with disabilities.