



CUSTOMER SERVICE REPRESENTATIVE (PART-TIME)

Roane General Hospital in Spencer, WV a 60 bed Critical Access Hospital with 35 SNF/ICF beds, 25 acute care beds, Level IV Trauma Emergency Department, three Rural Health Clinic and walk-in clinic is currently seeking applicants for *Part Time Customer Service Representative*.

Qualifications:

Responsibilities include managing release of information whether in person or written request(s). The Customer Service Representative must at all times safeguard and protect the patient's rights of privacy by ensuring that only authorized individuals have access to the patient's medical information and that all release of information is in compliance with the request, authorization, company policy and HIPAA statues. Additionally, they are required to maintain a professional health care office environment on a day-to-day basis. This position engages in direct customer service and must perform duties and conduct interpersonal relationships in a manner designed to project a positive image of the department and the practice. Expected to work with all staff members to promote a harmonious work environment.

Preferred applicants will have a minimum of one year experience in health care in healthcare accounts receivables and release of information preferred; or healthcare access services or related healthcare experience. Skills preferred include familiarity of basic medical terminology, ability to work on multiple tasks with attention to detail, handle urgent tasks and exercise good independent judgment when necessary, and ability to use personal computers including knowledge of Microsoft office products. Must be able to deal tactfully and harmoniously with customers & an understanding of Medical/Clinical treatment processes is very helpful.

Opportunity:

We offer a competitive salary and an excellent benefit package including: Health, Dental, Vision, Disability, & Life insurance, 401k, and free membership to on-site fitness center.

Submit application/resume to:

Roane General Hospital
Attn: Human Resources Department
200 Hospital Drive
Spencer, WV 25276

employment@rghwv.org
Fax: 304-927-6807
www.roanegeneralhospital.com

"Roane General Hospital is an equal opportunity provider, and employer."

To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue SW, Washington, DC 20250-9410, or call (800) 795-3272 (voice) or (202) 720-6382 (TDD)

10/14/2021