



OPEN POSITION - PATIENT CARE COORDINATOR

Full-time position with availability for occasional nights and Saturdays; salary starting at \$23/hour

Join the leading experts in skin care as a dynamic **Patient Care Coordinator**! The Patient Care Coordinator will build relationships with patients on the phones during patient registration and scheduling as well as in person during check in and check out, offer product and service education, and oversee the waiting room to ensure that patients have the most satisfying and caring healthcare experience possible.

When our Patient Care Coordinators were asked what they love about their job, they couldn't pick just one thing – coworkers, their boss, helping people, and "having access to the best dermatologists and skin care products in Boston" all made the list! Keep reading to find out what it takes to join the team...

PATIENT CARE COORDINATOR QUALIFICATIONS

- College degree preferred
- Service industry administrative experience; excellent service sense
- Strong verbal communication skills and ability to positively engage with patients
- Ability to be flexible with work schedule; availability for occasional nights and Saturdays
- Knowledge of medical terminology preferred; patient confidentiality required
- Ability to demonstrate a professional image and attitude to patients and co-workers
- Excellent organizational skills
- Team player

WHY YOU SHOULD APPLY

- Exceptional, respectful, and inclusive workplace culture that encourages you to give your best while respecting work-life balance
- Explore opportunities for learning and development through training programs and a variety of in-house committees
- Enjoy valuable and comprehensive benefits, 401(k) plan with profit sharing, tuition reimbursement, generous PTO and holidays, pet insurance, and free parking
- Treat yourself to complimentary or discounted treatments and products!

PATIENT CARE COORDINATOR JOB RESPONSIBILITIES

- Deliver the highest quality of service to patients
- Respect and adhere to service, safety, and operational standards
- Greet all patients in a warm and friendly manner
- Manage incoming calls and registration of patients; serve as a resource for callers
- Update required patient information in practice management/chart
- Complete daily practice opening or closing checklists and address any gaps
- Collect fees and ensure all necessary documentation is accurate and complete
- Possess knowledge of services and products while assisting patients
- Actively promote treatments and services as well as SkinCare Boutique retail products
- Competence in anticipating, assessing, and driving the patient experience.

ABOUT SKINCARE PHYSICIANS

SkinCare Physicians is a comprehensive, state-of-the-art center for dermatology, cosmetic and laser procedures, dermatologic and skin cancer surgery, and medical aesthetics. Our commitment to excellence, along with the

SKINCARE PHYSICIANS®

credentials and experience of our skilled physicians and support staff, are what make SkinCare Physicians one of the premier dermatology facilities in greater Boston – and the world.

At SkinCare Physicians we believe that it is through the efforts of our employees that we have become a leader in the field of medical and cosmetic dermatology. Our state of the art and world-renowned practice is always looking for people who are committed to supporting our mission of providing the best possible personalized service to our patients along with ethical, skilled, and comprehensive care. Only by making our employees successful will we make our patients satisfied and achieve our organization's mission.

Our expectation is that all employees will support SkinCare Physicians' mission, vision, and values by exhibiting the following behavior: excellence and competence, collaboration, teamwork and team building, innovation, respect, personalization, commitment to our patients, and accountability and ownership.

SkinCare Physicians is an equal opportunity employer, dedicated to building an inclusive and diverse workforce.

If you are interested in learning more about this position, please send your resume and cover letter to HR@skincarephysicians.net