

PATIENT SERVICES ASSISTANT

Responsible for a variety of customer service and administrative duties essential to daily clinic operation.

Hours: Full time (40 hours per week) or part time (24 hours per week)

Compensation: \$15.15 - \$16.15 | | **Start Date:** ASAP

PRIMARY RESPONSIBILITIES:

- Reception duties, including patient check-in, insurance verification, managing clinic flow and providing friendly, compassionate customer service to our patients.
- Answering phones.
- Scheduling appointments.
- Collecting and processing payments with a thorough understanding of insurance and funding sources.
- Dispensing supplies and medications as prescribed.
- Providing health care information to patients in the areas of abortion, gynecology, sexual health and family planning.
- Promoting positive communication with patients, providers and peers.
- Assisting other teams as needed, including working on another site.

REQUIRED QUALIFICATIONS:

- Strong commitment to reproductive freedom and an ability to demonstrate knowledge and passion for social justice.
- Excellent customer service skills.
- Strong time-management and multi-tasking abilities; detail oriented and highly organized.
- Proactive, self-directed work style with the ability to work both independently and as part of a team.
- Solid technology and computer skills.

PREFERRED QUALIFICATIONS

- Customer service experience.
- Bilingual in English and Spanish (4% pay differential for bilingual applicants).
- Experience working in a healthcare setting.
- Familiarity with Electronic Medical Records (NextGen a plus).

WHY WOMEN'S HEALTH?

- ✓ **We make a real impact** for those we serve. As the first abortion provider to open in Colorado, we remain innovative and locally focused, honoring the legacy of our founders. We aim to create access for those who need it the most by breaking down barriers that exist in our community.

- ✓ **We support each other.** The culture at Women’s Health is built around trust, collaboration, and respect. Diverse backgrounds, experiences and viewpoints are celebrated and valued here. Our staff members are driven by their personal passion for our cause, and come together to build strong, effective programs.
- ✓ **Our benefits include:** eight paid holidays (including Presidents’ Day and the day after Thanksgiving); Paid time off (PTO) up to 120 hours per year; Health, Dental & Vision Insurance; Accident Insurance; Life Insurance; Short-Term Disability Insurance; Employee Assistance Plan; 403(b) Retirement Plan.

***The Mission of Boulder Valley Women’s Health Center** is to offer accessible, evidence-based and compassionate health care, including abortion, family planning, gynecology, gender-affirming services, community education and sexual health support.*

TO APPLY:

Please submit resume and letter of interest (PDF or Word) to **Grace Wanebo** at grace@bvwhc.org.

**Applications without both a letter of interest and resume will not be considered.
No phone calls, please.**