



Vitality Women's Physical Therapy & Wellness is a clinic with locations in Elmhurst and Chicago, Illinois designed with the unique needs of women in mind. We are searching for a part-time (20 hours/week) Medical Office Coordinator for a position in our Chicago-Lakeview location.

Job Responsibilities:

- Provide high-quality customer service to patients, therapists, referral sources, and when delivering front-desk services, including answering phones, checking patients in/out, scheduling appointments, collecting payments, addressing billing and insurance questions, and other duties.
- Communicate via phone and email with new and existing patients, answering patient-care questions and explaining clinic policies. Ensure that all new patient paperwork is sent and returned in a timely manner.
- Prepare EMR charts for new patients, document scheduling, and review discharged patient chart documentation.
- Manage phone reception, scanning, faxing, and other clerical duties.
- Implement and maintain office policies and procedures.
- Organize a clean and well-maintained office.
- Contribute to the daily function of the clinic, including light cleaning, laundry.

Qualifications:

- Service Orientation: Capable of providing excellent service to patients, friendly and approachable demeanor, and understanding customer service principles.
- Organization: Able to provide order and structure to daily processes and work environment, independently prioritize work tasks in a professional manner.
- Verbal Communication: Capable of interacting with and relating to people of varying educational levels and backgrounds. Ability to convey information clearly and succinctly while applying listening, tact, responsiveness, empathy, and confidentiality.



Education and Experience:

- High School diploma required; Associate's or bachelor's degree preferred.
- Experience in the healthcare setting is preferred.
- Strong verbal and written communication skills are required, including the use of software programs such as Excel. Experience with bookkeeping and use of EMR preferred.

Vitality Women's Physical Therapy & Wellness is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, ethnicity, color, religion, sex, sexual orientation, gender identity, marital status, civil union status, national origin, ancestry, age, parental status, disabled status, veteran status, or any other legally protected classification, in accordance with applicable law

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For more information on our practice, please visit VitalityWomensPT.com

To apply, email with the following:

- Resume
- Cover letter
- Three Professional References