



**Position Title:** Patient Care Coordinator

**Location:** Wauwatosa, WI

**Employment Type:** Part-time

**Days per week:** 3

**Hours per Week:** 24-27

**Company Background:** Revitalize Physical Therapy provides hands-on, one on one, personalized care in a private, comfortable setting. Our priority is to help our clients live a healthy, active life and do the things they enjoy the most. We are the experts in prenatal and postnatal care, pelvic floor issues, incontinence, low back pain and sports injuries. In addition to women's health and sports physical therapy, we also offer Pilates reformer, restorative yoga and barre exercise classes. Locations in Hales Corners and Wauwatosa.

**Position Summary:** The Patient Care Coordinator at our Wauwatosa location manages all front office logistics, schedules and coordinates patient appointments, files insurance claims, and maintains a clean and welcoming office environment. The ideal candidate would have high-level customer service skills, strong attention to detail, and exceptional communication skills.

**Primary Responsibilities:**

- Customer service including greeting clients, answering phones and email
- Sales conversion via phone and email
- Scheduling client appointments using a web-based scheduling software
- Exercise class and appointment check-in
- Handling payment including online credit card processing and receipt generation
- Insurance claim submission and disputing any denials
- Managing front office logistics including coordinating patient files and paperwork, stocking and organizing supplies and materials
- Office cleaning including vacuuming, dusting, bathrooms, and laundry
- Cleaning of patient exam rooms including linens and disinfecting surfaces

**Skills and Experience:**

- Exceptional commitment to customer service and a sincere desire to assist clients
- Outstanding communication (verbal and written), interpersonal, organizational, and administrative skills
- Ability to build relationships with clients, maintain confidentiality and show empathy and sensitivity for difficult topics

- Working knowledge of Microsoft Office (Word, Excel, PowerPoint), Office 365, and Google Drive equivalent services
- Working knowledge of iPhone and iPad technology
- Must be comfortable using internet-based websites and applications; ability to learn the current scheduling system and computing technologies
- Strong attention to detail; demonstrate flexible and efficient time management.
- Organized, flexible, able to prioritize and to work on multiple tasks at the same time; able to problem solve independently and collaboratively
- Flexibility in working in a fast-paced environment with frequent interruptions

**Physical Demands:**

May be required to lift up to 20 lbs.

Must reach, bend, stoop, lift

Must sit, walk, stand

Some repetitive motion may be required

**Working Conditions:**

Occasional evenings and weekends required

Varying workflow

Complete work required within a limited space

Complete work required within a limited time

**Application Instructions:**

Please email resume to [brenda@revitalize-pt.com](mailto:brenda@revitalize-pt.com) with subject line "Patient Care Coordinator"