



Our mission at *Apicha Community Health Center* is to improve the health of our community and to increase access to comprehensive primary care, preventive health services, mental health, and supportive services. We are committed to excellence and to providing culturally competent services that enhance the quality of life. We advocate for and provide a welcoming environment for underserved and vulnerable people, especially Asians and Pacific Islanders, the LGBT Community and individuals living with and affected by HIV/AIDS.

**We are currently seeking a Patient Engagement Specialist to work at our 400 Broadway location.**

**Position Summary:** The Patient Engagement Specialist will utilize referrals, CRM tools, etc. to enhance and increase patient engagement. Take inbound referrals (website, calls) from patients or health care organizations, describe Apicha services, schedule new patient intakes and refer to other services as needed. Make follow-up outbound calls to prospective or existing patients to discuss Apicha's services and schedule appointments. Utilize phone, scheduling, and CRM tools to manage call results data and scheduling, ensuring the highest quality customer service in every interaction.

**Qualifications:** High School Degree or GED Equivalent is required, college education preferred; Bi-lingual (Spanish or Mandarin) preferred; Adept at learning and using computer systems – familiarity with eClinical Works, Sales Force, Outlook; Proficiency with managing phone conversation and navigating computer tools simultaneously and seamlessly; Ability to work during available shifts between 9:00 am – 7:30 pm EST; Experience in customer service or sales role preferred; Strong written and oral communication skills including ability to be able to communicate effectively with all level of patients and employees; Strong time-management skills and keen eye to detail. Ability to manage all situations in a calm and positive manner.