



Join Our Growing Team at Mountain Valley Orthopedics!

Position: Customer Service Representative (Check-In/Check-Out & Call Center)

Location: Multiple locations – East Stroudsburg, Brodheadsville, Tobyhanna, and Milford, PA

Job Type: Full-Time

Schedule: Monday–Friday (Varied Shifts), Occasional Saturday Mornings

Required: Pre-Employment Drug Screen & Background Check

About Us:

For 35 years, **Mountain Valley Orthopedics** has proudly remained an **independently owned** practice. With four growing locations and a team of board-certified orthopedic specialists across multiple subspecialties, we are committed to delivering exceptional patient care. As we continue to expand, we're looking for team members who value **work-life balance**, a positive work culture, and professional growth.

About the Role:

We are seeking a **Customer Service Representative** to support our front desk and call center operations. This position plays a key role in providing excellent service to patients at one of our busy, multi-specialty orthopedic offices. Ideal candidates will be reliable, personable, and thrive in a fast-paced healthcare setting.

Work Schedule:

- **Office Hours:** Monday–Friday, 8:00 AM – 5:00 PM
- **Shifts (varies):**
 - 8:00 AM – 4:30 PM
 - 8:30 AM – 5:00 PM
 - 9:00 AM – 5:30 PM
- **Rotating Saturday Mornings** (as needed)

Responsibilities Include:

- Greet and register patients upon arrival
- Prepare and scan registration paperwork into EHR
- Collect co-pays and outstanding balances
- Answer and route incoming calls
- Schedule and confirm patient appointments
- Ensure excellent service delivery and communication
- Perform general office duties as assigned

Education & Experience:

- High School Diploma or GED required
- Prior experience in a customer service or healthcare setting is **preferred but not required**

Qualifications:

- Professional, courteous telephone etiquette
- Strong multitasking and organizational skills
- Computer literacy and ability to learn EHR systems
- Effective verbal and written communication
- Ability to work independently and in a team
- Problem-solving and interpersonal skills
- Must be able to **travel between locations** (East Stroudsburg, Brodheadsville, Tobyhanna; Milford as needed)
- Availability to work **one Saturday morning every 4–6 weeks**

Why Join Us?

- Stable and growing practice
- Supportive, team-oriented environment
- Emphasis on work/life balance
- Opportunities for cross-training and advancement

Apply Today and Start the Career You Deserve at Mountain Valley Orthopedics!