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JOB POSTING**

Patient Access Services Representative- Responsible for answering all incoming calls to the main telephone switchboard system, Finesse, receives and redirects calls, responds to routine inquiries, refers to appropriate sources; takes and transmits messages and transfers calls appropriately per protocol; schedules, cancels appointments or tasks to appropriate front desk staff if unable to make appointment and other clerical duties as assigned. Must have excellent customer service and maintains professional telephone etiquette at all times and 1-3 years related experience working in a medical and/or dental office setting. Excellent communication skills, both written and verbal and superior customer service required. Working knowledge of switchboard operations, general clerical skills and basic computer knowledge in Windows environment required. **Bilingual (English/Spanish) required.**

Health Information Specialist –Front Desk - Full-time – Responsible for maintaining and organizing the electronic health record (EHR), scanning and filing of information into the EHR and other related clerical duties. Must have the ability to handle highly confidential and sensitive information and familiarity with medical terminology strongly preferred. Must work well in a team environment, have excellent organizational and communication skills (verbal and written), possess excellent customer service skills, basic computer skills and work well in a fast-paced environment. 1-2 years previous experience working in a Health Information Department accepted; previous clerical experience in a medical environment and familiarity with a patient record. **Bilingual (English/Spanish) required.**

Pharmacist – Per Diem – Seeking an energetic individual to join our team in a fast-paced, high volume **RETAIL** pharmacy located within our Federally Qualified Health Center. Work in a mission driven setting that focuses on providing the optimal in-patient care. The pharmacist dispenses medications prescribed by health center or outpatient physicians and other healthcare and dental practitioners and provides information to patients about medications and their use. The pharmacist works closely with the patient and practitioner and may advise on the selection, dosages, interactions and side effects of medications; counsels' patient and answers questions regarding side effects or interactions among various drugs. As a pharmacist in a supervisory role, must possess excellent written/oral communication to provide oversight and direction to lead a diverse and hard- working staff. Candidate must be a graduate of an accredited school of pharmacy with an active MA license. The candidate must obtain certification for BLS CPR, immunizations, emergency contraception, and naloxone and have the ability to use the Prescription Monitoring Program. Previous experience in retail pharmacy operations preferred. **Bilingual (English/Spanish) helpful.**

Certified Pharmacy Technician

Candidates must be registered in Massachusetts as a pharmacy technician as well as national certification (CPhT); high school diploma or equivalent required and an associate's degree in related field preferred; advanced certifications and/or the willingness to gain additional skills strongly preferred. 1-3 years' experience of retail/pharmacy operations and products required. Candidates must have excellent customer service skills, critical thinking skills, decisive judgment and the ability to work with in a fast-paced environment. The ability to travel between Holyoke and Chicopee sites required. **Bilingual (English/Spanish) helpful and strongly preferred.**

If you are interested in applying for a posted position, please forward a resume/application to: Human Resource Dept., Attn: Teresa Lavelle, 230 Maple Street, P.O. Box 6260 Holyoke, MA 01041. Posted April 18, 2025.