



# Family Vision

& CONTACT LENS CENTERS

## **JOB DESCRIPTION-Front Desk / Patient Care Coordinator**

**Employment, FLSA Status:** Full Time or Part Time, Non-Exempt

**Last Update:** April 2026

**Department:** Front Desk / Patient Care Coordinator

**Team Leader Title:** Practice Administrator

## **FAMILY VISION SUMMARY**

Family Vision provides excellent service to our customers by exceeding their expectations while creating an open, honest, and fun environment for all Associates. While our customer needs are always our first priority, our Associates are just as important. Creating happy Associates creates happy and long-lasting customer relationships. Our key to success is empowering Associates to add value and provide timely, accurate service that exceeds customer expectations.

## **QUALIFICATIONS / ABILITIES**

- High school diploma or equivalent work experience required
- Experience with Electronic Health Records (EHR) is a plus
- Prior experience in a professional business environment preferred
- Eagerness to learn and grow, with a strong desire to develop new skills
- Team player with a personable, professional, and flexible attitude, demonstrating high integrity
- Proficiency in Microsoft Office preferred
- Strong computer and phone usage skills
- Excellent organizational and time-management skills, paired with a positive attitude and strong work ethic
- High personal accountability and responsibility for actions
- Strong critical thinking and problem-solving abilities, with the ability to apply knowledge effectively
- Ability to sit or stand for extend periods (up to 8 hours or more)

## **KEY RESPONSIBILITIES**

- Answer and route phone calls efficiently
- Greet patients warmly, ensure their comfort, and assist with check-ins, check-outs, payments, and contact lens orders
- Maintain a clean and organized office environment
- Manage the flow of mail and parcels in and out of the office
- Assist in coordinating office activities and events
- Prepare patient charts for upcoming appointments and gather necessary insurance and personal information
- Schedule appointments, including routine follow-ups, and triaging urgent cases
- Handle email and fax communications
- Perform basic bookkeeping, filing, and clerical tasks
- Take and relay messages as needed
- Uphold patient confidentiality and adhere to HIPPA regulations at all times

## INDICATORS OF PERFORMANCE

- Timely, clear, and professional communication
- Accurate documentation, record-keeping, and administrative work
- Positive collaboration and teamwork across departments
- Consistently high level of patient satisfaction and internal support

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### Proudly serving all over southeast Wisconsin

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