



Family Vision

JOB DESCRIPTION

Position Title:	Front Desk/Patient Coordinator		
Employment, FLSA Status:	Full Time, Non-Exempt	Last Update:	January 2025
Department:	Front Desk/Patient Coordinator	Team Leader Title:	Practice Administrator

FAMILY VISION SUMMARY

Family Vision provides excellent service to our customers by exceeding their expectations while providing 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 customers. We take pride in the high caliber of our staff members, and trust you will find your employment challenging, enjoyable and rewarding. Our aim toward our customers is to project a professional image that is both confident and enthusiastic. We care about our company and the great people who work with us. Our key to success is empowering our Associates to add value and provide timely and accurate service to exceed our customer's expectations.

QUALIFICATIONS/ABILITIES:

- A high school diploma or the equivalent in relevant work experience is required.
- Electronic Health Record knowledge a plus.
- Experience in a professional business environment preferred.
- Exhibit both an aptitude and desire to continue learning new things.
- Exhibit a true team player attitude: personable, professional, flexible, with a high level of integrity.
- Knowledge of Microsoft Office software preferred.
- Ability to use computer and phone effectively.
- Proven effective organizational skills.
- Ability to manage time through multi-tasking. Must be flexible and work well under pressure and easily adapt to change.
- Entail strong written and verbal communications, along with a positive attitude and a strong work ethic.
- High levels of personal accountability; an ability to be responsible for your own actions.
- Strong critical thinking and problem solving skills; an ability to assimilate knowledge, and then take appropriate action.
- Ability to sit/stand for up to 8 or more hours.

Compensation and Benefits

Great work environment
Growth opportunities
A company with great character
Complete training and leadership for success
Health and Medical Benefits

RESPONSIBILITIES – HOW THIS POSITION SUPPORTS THE VISION include the following, but are not limited to:

- Answer phones and route calls to specific people.
- Greet patients warmly and make sure they are comfortable. Checking patients in and out, including collecting payments and assisting with contact lens orders.
- Ensure reception area is tidy.
- Coordinate mail/parcel flow in and out of office.
- Assist with/coordinate office activities.
- Prepare charts for upcoming appointments. Gather insurance and personal information.
- Appointment Scheduling. Routine and follow up as well as triage emergent patients.
- Send email and faxes.
- Perform basic bookkeeping, filing, and clerical duties.
- Take and relay messages.
- Responsible for strict confidentiality with patient information, following HIPAA Regulations.

INDICATORS OF PERFORMANCE

- Timely communications.
- Accurate reporting and administrative clerical tasks.
- Harmony within each functional team.
- Positive perception of support from internal and external customers.

PERSONAL IMPROVEMENT

Family Vision will provide resources and support, relevant to the position, for education and training as needed. It is the Associate's responsibility to seek approval, schedule and participate in education and/or training that will prepare him/her for present and future needs. A post training recap may be required.

Visit us at www.famvis.com

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