



Fayetteville

Front Office Specialist

- Full-time
- Training Provided

A **Front Office Specialist** is trained to act as the first point of contact, setting the tone for a world class Total Patient Experience. This employee will also perform the necessary administrative responsibilities needed to create a smooth check-in/out experience for patients.

SECTION 2: Duties and Responsibilities

- Embrace and execute our Total Patient Experience to build relationships with all patients while delivering great service and support.
- Provide exceptional customer service during every patient encounter (in person or via phone).
- Display a professional attitude, greet patients promptly with a smile, and thank them when they leave.
- Answer phones (both external and internal); assure prompt, courteous service at all times.
- Practice urgency at all times with consideration to the patient's time, as well as doctor's time and schedule.
- Double check insurance authorizations to ensure completion and build accurate flow sheets.
- Knowledge of common fees charged for common visits.
- Check out patients and collect correct payments according to procedures.
- Manage patient flow in the office and ensure communication to maximize efficiency and customer service.
- Complete daily reconciliations / close day / countdown cash drawer.
- Comply with all company policies and procedures including HIPAA.
- General office duties and cleaning to be assigned by manager.
- Front Office Specialist will work with team members and patients of all ages, races, and genders.

Education:

- High School Diploma or GED

Experience Requirements:

- Industry related experience preferred.
- Favorable result on background check as required by state.

Knowledge, Skills and Abilities Requirements

- Professional in appearance and actions
- Logical and Critical thinking skills
- Customer-focused with excellent written, listening and verbal communication skills

- Enjoys learning new technologies and systems
- Detail oriented, professional attitude, reliable
- Exhibits a positive attitude and is flexible in accepting work assignments and priorities
- Meets attendance and tardiness expectations outlined in policy
- Ability to work various days and hours as needed by the business
- Ability to follow or provide verbal and written instructions with excellent grammar and spelling skills to avoid mistakes or misinterpretations
- Interpersonal skills to support customer service, functional, and team mate support
- Able to communicate effectively in English, both verbally and in writing
- Ability for basic to intermediate problem solving, including mathematics
- Basic to intermediate computer operation
- Proficiency with Microsoft Excel, Word, and Outlook
- Specialty knowledge of systems relating to job function
- Knowledge of state and federal regulations for this position; general understanding of HIPAA guidelines

To Apply:

https://www.eyecarecenter.com/careers/fayetteville+nc/front+office+specialist+training+provided-eyecarecenter-7919660002?gh_jid=7919660002