

Employer: Island Eyecare Limited

Title: Patient Services

Position: Full Time Permanent (35 - 40hrs/week)

Hours of Work: Monday – Friday, 8:00AM – 6:00PM, in-person

Job Location: Sydney, NS

Proposed Start Date: As soon as possible

Compensation Package: Hourly wage between \$17.00 - \$20.00/hour, based on experience and qualifications. Comprehensive cost shared benefits package, paid vacation, paid sick time, paid holidays, paid employee training, and more!

Application Closing Date: March 16th, 2025 @ 11:59PM, or until the position has been filled.

Anchored Recruiting is delighted to partner with Island Eyecare to find a **Patient Services** individual to join their team.

Island Eyecare is a leading optometry clinic locally owned and operated in Sydney, Nova Scotia, dedicated to innovation and excellence in eye care. They offer a wide range of services utilizing cutting-edge technology and in-depth diagnostics to provide their clients with the best possible treatment options.

Reporting to the Manager, **Patient Services** is an integral part of the Island Eyecare team being the first point of contact for all patients and visitors, ensuring a friendly and professional interaction every time. This individual will be responsible for, but not limited to, providing basic information to patients and the public, responding to office inquiries via telephone, scheduling and confirming patient appointments, receiving and issuing payments, and other front desk duties as required.

If you thrive in a fast-paced environment and enjoy providing exceptional patient care, we encourage you to apply for the position of Patient Services at Island Eyecare!

Core Accountabilities:

- Greet clients and direct them to contacts or service areas.
- Provide basic information to clients and the public.
- Obtain and process information required to provide client services, such as general patient medical and ophthalmic history.
- Operate the switchboard and telephone system to answer inquiries and relay telephone calls and messages in a timely manner.
- Schedule and confirm patient appointments.
- Receive and issue patient payments.
- Calculate billing charges and send invoices accurately and efficiently.
- Maintain work records and logs by accurately recording and relaying information.
- Perform clerical duties such as file processing, paperwork management, and the sorting, distribution, and filing of mail.
- Organize and maintain confidential medical files and records.
- Maintain cleanliness in the front office for all guests and clients.
- Provide directory assistance.
- Perform data entry.
- Other duties as assigned.

Qualifications:

- Diploma or certificate from a recognized office administration program, or similar commensurate experience is required.
- Experience working in the optometric field or sector is considered an asset.
- Strong working knowledge of Microsoft Office programs (Word, Excel, Outlook), electronic medical records, and accounting software is preferred.
- Experience utilizing office equipment such as telephone systems, switchboards, printers, and fax machines is considered an asset.
- Fast and eager learner that can adapt to office software systems quickly and efficiently.
- Exceptional communication (written and oral), interpersonal, and customer-focused skills.
- Exceptional time-management skills with the ability to multi-task.
- Strong organizational and attention to detail skills.
- Ability to work under pressure in a fast-paced environment.
- Flexible and reliable team player, with the ability to work independently.
- Ability to provide a high degree of professionalism in dealing with a diverse group of people.
- Ability to maintain a high level of integrity and discretion in handling confidential information.
- Ability to provide a clear criminal record check.

We thank you for your interest, however only those chosen for an interview will be contacted.

If interested in this opportunity, please click the '[Apply](#)' button. Please note this position will remain open until filled. Applicants will be reviewed in two-week windows.

All information collected will be shared with our client, Island Eyecare. By submitting this application, Anchored Recruiting & HR Solutions LTD. will be adding you to our Talent pool database. You may be contacted when future job opportunities arise. Please note that this position is open to Canadian Citizens or Permanent Residents only.