



**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, and paid holidays.
- Paid employee training.

## **ROLE OVERVIEW**

Island Eyecare is a leading, locally owned optometry clinic in Sydney, Nova Scotia, dedicated to innovation and excellence in eye care. As the first point of contact, the Patient Services individual is an integral team member responsible for providing friendly and professional interactions, scheduling appointments, and managing front-desk duties.

## **CORE ACCOUNTABILITIES**

- Greet clients and direct them to the appropriate contacts or service areas.
- Provide basic information to clients and the public.
- Obtain and process information required for services, such as patient medical and ophthalmic history.
- Operate the switchboard and telephone system to answer inquiries and relay messages.
- Schedule and confirm patient appointments.
- Receive and issue patient payments.
- Calculate billing charges and send invoices accurately.
- Maintain work records, logs, and confidential medical files.
- Perform clerical duties including file processing and mail distribution.
- Maintain cleanliness in the front office area.
- Perform data entry and other duties as assigned.

## **QUALIFICATIONS**

- **Education:** Diploma or certificate from a recognized office administration program, or similar commensurate experience.
- **Experience:** Experience in the optometric sector is considered an asset.
- **Technical Skills:** Strong knowledge of Microsoft Office (Word, Excel, Outlook), electronic medical records, and accounting software is preferred.

- **Office Equipment:** Experience with telephone systems, switchboards, printers, and fax machines is an asset.
- **Soft Skills:** Exceptional communication, interpersonal, and customer-focused skills.
- **Abilities:** Ability to multi-task, work under pressure in a fast-paced environment, and maintain a high level of integrity regarding confidential information.
- **Requirements:** Ability to provide a clear criminal record check.
- **Eligibility:** This position is open to Canadian Citizens or Permanent Residents only.