



Tower Clock Eye Center

Patient Service Representative – Call Center

At Tower Clock Eye Center, we are committed to creating a workplace where every individual's skill and potential are valued. Rooted in our values of patient-centered focus, teamwork, a growth mindset, adaptability, responsibility, accountability, and accessibility, we strive to ensure career stability and growth opportunities for everyone across our organization.

The Patient Services Representative – Call Center role embodies these ideals. It promotes learning and growth and offers those employed a chance to make an impact on and for the company, our patients, and our community using their unique expertise and abilities.

Join us and be part of our mission to become the ophthalmic providers of choice for our patients, community, and employees in all the areas we serve!

Key Responsibilities:

The Patient Services Representative (Call Center) is the first point of contact for our patients via phone and other remote channels. This position ensures a positive patient experience by answering inquiries, scheduling appointments, verifying insurance, and resolving issues efficiently and compassionately.

Responsibilities:

- Manage a high volume of inbound calls in a timely, professional, and compassionate manner.
- Schedule provider appointments, coordinate ancillary testing, and manage patient referrals.
- Determine insurance eligibility prior to patient visits.
- Handle inquiries regarding insurance, office hours, services, locations, exam fees, and physician information.
- Collect co-payments and personal payments according to established procedures.
- Prepare patient charts and documentation for upcoming visits.
- Investigate and resolve complex patient issues with professionalism and empathy.
- Maintain patient confidentiality 100% of the time.
- Assist other patient services staff as necessary.
- Perform other duties as assigned.

Required Key Skills and Qualifications:

To thrive in this position, candidates must bring a commitment to teamwork, adaptability, accountability, responsibility, and accessibility. Essential skills include:

- Experience in customer/patient services; call center or medical office experience preferred.
- Understanding of medical and vision insurance coverages.
- Exposure to EMR systems; working knowledge preferred.
- Strong verbal and written communication skills.
- Ability to multitask, remain calm, and professionally manage a high-volume environment.
- Attention to detail and accuracy in gathering and recording information.
- Dedication to continuous learning and supporting team growth.

Minimum Requirements:

- Two years of work experience in a patient- or customer-focused role; call center experience preferred.
- High School Diploma or GED.

Physical Requirements:

- Ability to sit for extended periods of time.
- Ability to view a computer screen and use standard office equipment.
- Ability to use fingers, hands, and wrists for typing and writing.