



Tower Clock Eye Center

Patient Service Representative – Appleton/Shawano

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 Float 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 (Float) provides flexible support across our Appleton and Shawano locations, covering front desk, registration, and patient service responsibilities as needed. This role requires adaptability, professionalism, and excellent communication skills to ensure a seamless patient experience at each site.

Responsibilities:

- Serve as the first point of contact for patients at both Appleton and Shawano locations, ensuring a welcoming and professional experience.
- Verify patient information, update records, and ensure accuracy of demographics and insurance details.
- Collect co-payments, personal payments, and balances due at time of service; record and reconcile payments following proper procedures.
- Schedule appointments and coordinate follow-up visits and testing as directed.
- Communicate effectively with patients, providers, technicians, and other staff to ensure smooth daily operations.
- Manage patient flow, notify clinical staff of arrivals, and assist with patient inquiries.
- Handle inquiries regarding insurance, office hours, services, locations, exam fees, and physician information.
- Maintain patient confidentiality 100% of the time.
- Prepare charts and documentation for upcoming appointments.
- Assist other patient services staff as necessary across both locations.
- Perform other duties as assigned.



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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; front desk or medical office experience preferred.
- Understanding of medical and vision insurance coverages.
- Exposure to EMR systems; working knowledge preferred.
- Strong interpersonal and communication skills—both verbal and written.
- Ability to multitask and remain calm and professional in a fast-paced environment.
- Attention to detail and accuracy in gathering and recording information.
- Ability and willingness to travel between Appleton and Shawano as needed.
- Dedication to continuous learning and supporting team growth.

Minimum Requirements:

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

Physical Requirements:

- Ability to sit or stand for extended periods of time.
- Ability to walk and assist with patient flow throughout the day.
- Ability to view a computer screen and operate standard office equipment.
- Ability to use fingers, hands, and wrists for typing, writing, and handling paperwork.
- Ability to travel between Appleton and Shawano locations as required.