



Tower Clock Eye Center

Patient Service Representative – Green Bay

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 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 Front Desk Patient Services Representative (PSR) serves as the first point of contact for our Green Bay patients, ensuring a welcoming and efficient front office experience. This role requires professionalism, compassion, and attention to detail to ensure accurate scheduling, registration, and billing processes while delivering an exceptional patient experience.

Responsibilities:

- Greet and check in patients in a warm, professional, and efficient manner.
- 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 by notifying clinical staff of arrivals and delays as needed.
- 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.
- 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.
- Dedication to continuous learning and supporting team growth.
- Additional skills or relevant qualifications specific to this role may be added.

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.