



## Tower Clock Eye Center

### Job Description

Job Title: Patient Services Representative – Call Center  
Department: Patient Services  
Immediate Supervisor: Patient Services Manager

#### Overview

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 our employees in all the areas we serve!

#### Key Responsibilities

The Patient Services Representative (PSR) is a liaison between our practice and its current and potential patients. The PSR doesn't just answer calls and schedule patient appointments—they are often responsible for the most important part of the patient's experience: the first impression!

Our PSRs use their excellent communication and problem-solving skills to answer patient inquiries as well as investigate and solve complex issues while maintaining the highest degree of compassion.

#### Responsibilities

- Manage a high volume of inbound calls in a timely and professional manner.
- Schedule all provider appointments, verify/coordinate ancillary testing as well as schedule all patient referrals.
- Determine insurance eligibility prior to patient being seen.
- Handle all inquiries regarding insurance, office hours, services, locations, exam fees, physician information, etc.
- Collect co-payments and personal payments following the appropriate process for recording and reporting payments.
- Prepare the patient medical record for their upcoming visit.
- Maintain patient confidentiality 100% of the time.
- Assist other patient services staff as necessary.
- Perform other duties upon request.

#### 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 preferred.
- An understanding of medical and vision insurance coverages.
- Exposure to EMR systems (working knowledge preferred).
- Strong written and verbal communication skills.
- Ability to work with individuals from all backgrounds, generations, and abilities.
- A meticulous approach to gathering, recording, and preparing information for our patients, physicians, billing, and all other departments and shared services.
- Dedication to building and expanding skills relevant to the role, as well as supporting the growth of others on the team.
- Additional skills or relevant qualifications specific to this role may be added.

### **Minimum Requirements**

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

### **Physical Requirements**

- Ability to sit for long periods of time.
- Ability to periodically stand and walk.
- Ability to view a computer screen.
- Ability to use fingers, hands, and wrists for typing and writing.

### **Employee Acknowledgment**

I have read and understand the above job description for the Patient Services Representative – Call Center position. I understand that this document is intended to describe the general nature and level of work performed and that duties, responsibilities, and activities may change at any time with or without notice.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_