

Title: Administrative Assistant – Optometry

Reporting: Chief Operating Office

Qualifications

Education: High School Diploma or GED Certificate (College courses/continued education preferred)

Licenses: N/A

Experience: Medical office or optician experience preferred but not required

Job Requirements & Skills

- Organized, detailed, able to multitask, and have good investigative/problem resolution skills
- Very good computer skills, especially including but not limited to MS Excel and MS Outlook
- Dependability, consistency in attendance and punctuality
- Good written and verbal communications
- Good phone etiquette using proper English
- Self-motivated, ability to take initiative and prioritize daily workload
- Ability to work independently yet be a team player, with little supervision
- Effectively operate office equipment
- Ability to pass pre-employment and random drug/alcohol test, and background check

Duties & Responsibilities

- Coordinate ordering & dispensing of recommended glasses within 3 days of summary receipt
 - Interface with labs to accurately order glasses
 - Update tracking logs
 - Update Notes and attach files in ADV MD
 - Mail and track glasses to customers
 - Mail and/or email private pay letters
 - Process payments
 - Respond to all customer inquiries
- Coordinate post-appointment charting documentation within 3 days of summary receipt
 - Create individual charts
 - Store accurately on server
 - Email to customers
 - Maintain storage and file naming conventions
 - Maintain calendar color code methodology to track status
- Answer phones professionally and handle or transfer appropriately
- Assist other team members, as needed, with obtaining censuses, consents, orders, and patient lists
- Complete special projects as requested
- Assist in auditing facilities and lab statements

Performance Measurements

- Represents Mobile Care Group in a professional way
- Accuracy and timeliness of glasses ordering, mailing, tracking logs and ADV MD updates
- Accuracy and timeliness of individual reporting charting, emailing, customer response
- Accuracy and timeliness of special projects, audits, response to team assistance
- Dependability, attendance, interacts professionally with customers and team members