



EYE-Q VISION CARE Job Announcement

Scheduler

EYE-Q Vision Care, a Fresno leading comprehensive eye care provider since 1956, is seeking a full-time Scheduler to join its dynamic team. This position is responsible for supporting the Scheduling Department by scheduling patient appointments for all EYE-Q Vision Care locations.

Position Responsibilities include but are not limited to:

- Answer incoming scheduling calls
- Maintain outstanding customer service, both internally and externally
- Confirm and/or reschedule appointments
- Clinical Call Center Triage (CCC)
- Accurately enter in new or update patient demographic information
- Directs patient calls to appropriate person or department
- Assist with confirmation calls
- Maintains scheduling protocol for each physician
- Send missed appointment letters
- Faxes patient correspondents to referring doctors as needed.
- Serves as backup to the switchboard operator

Qualifications:

- High school diploma or general education degree (GED); six months to one year related experience and/or technical school training; or equivalent combination of education and experience.
- Bilingual (English/Spanish), required
- NextGen Knowledge
- Appointment Scheduling: 1 year experience
- Knowledge of computer operations including the use of email and web browser and customer service techniques.
- Knowledge of e-mail and basic computer programs.
- Medical and insurance terminology

If you are interested in applying for this position, please submit a cover letter and a copy of your resume to careers@eyeqvc.com.