

Job Posting – Refractive Patient Counselor

The Patient Counselor is responsible for educating patients about their recommended procedure(s) and booking surgeries. The successful candidate will have strong communication skills, be highly detail-oriented, a strong multi-tasker and passionate about customer service.

Key responsibilities include:

- Provide outstanding and quality customer service with every patient consultation
- Counsel, assist and support patients with booking surgeries and other related appointments
- Act as liaison between patients, surgeons, referring doctors and other staff
- Manage patient files and communicate with referring Doctors
- Prepare and distribute daily reports
- Participate in Patient Counselors' meetings
- Other duties as assigned

Requirements

- Post-secondary education
- Relevant work experience (i.e. customer service or sales)
- Excellent computer, interpersonal and communication skills
- Flexible work schedule