

FRONT DESK REPRESENTATIVE

Buffalo Grove, IL

Armada Solution is a boutique staffing firm covering clients of all areas. We work closely with you to make sure the fit is right.

Position Summary

We are looking for a Front Desk Representative for a busy ophthalmology practice located in Buffalo Grove, IL. The primary responsibility of a Front Desk Representative is providing excellent customer service to all patients by utilizing an in-depth knowledge of the practice's procedures. This is a full-time direct hire position.

Compensation

\$16/hr and up

Benefits

vision
health
401k
paid time off

Essential Functions

- Greet patients, add/verify patient demographics, obtain insurance information and scan all payer insurance cards.
- Review all doctors' schedules daily to determine availability and strategic placement of patients.
- Answer phones, schedule/cancel/reschedule appointments, accurately take messages or direct to the appropriate staff according to established protocols.
- Coordinate necessary activities with Medical Records.
- Copying, filing and scanning as necessary.
- Maintain a clean and orderly work area.
- Assure the readiness of the reception area for a working day; open/close the office at the designated time as necessary and have all front desk activities fully operational at the start of business hours.

Requirements

High school diploma or GED; Previous working experience in a Customer Service role; Prior healthcare experience is a big plus; Reliable transportation; Exceptional interpersonal and communication skills.