



Surgical Counselor/Receptionist (Full-time)-Edmonton, AB

LASIK MD is a national provider of laser vision correction, with over 25 clinics across Canada and 1 clinic in the United States. We have grown to be the leading laser vision correction provider in Canada, all because of people like you! For your experience and enthusiasm, we offer excellent career growth opportunities, a competitive salary, fair benefits and many other great incentives. If you are motivated by the opportunity to change people's lives by offering an amazing service and the chance of building your career with a leading, highly engaged and dynamic company, then what are you waiting for? **Join our team in Edmonton!**

LASIK MD's mission:

We give people freedom from eyeglasses and contact lenses using the most advanced technology, at an affordable price. We provide excellent personalized care and a memorable experience. You can be part of this life-changing process!

Your mission as a Surgical Counselor

Reporting to the Center Director, the Surgical Counselor's main responsibility is to reassure the patient before the surgery while explaining the different pricing structures, receiving the payment, explaining the consent forms and explaining the surgery procedure in detail. In addition, the Receptionist projects the most important initial image of LASIK MD in the eyes of the patients. The receptionist must make every patient feel welcome at LASIK MD whilst emphasizing the quality of our services.

Responsibilities:

- Explaining the surgery price to patients
- Discussing the type of surgeries and plans offered (Vision Care Plan)
- Updating the appointment program (CRM)
- Answering the patient's questions and explaining the consent forms
- Reassuring patients
- Answering to incoming patients and managing the phone lines
- Distributing messages and faxes
- Preparing new charts, pulling out patient charts, scanning and labeling
- Any other tasks requested by the Center Director
- Working at our retail location when short staffed. When working at the retail location, employees will be responsible for providing exceptional quality service to prospective patients by educating them on the LASIK MD advantage, answering general questions, addressing patients concerns, and scheduling them for free consultations.

Qualifications

- Proficiency with Microsoft Office (Excel, Word, Outlook)
- Must be available evenings and weekends





- Excellent communication skills
- Good sales abilities
- Previous experience in a medical clinic environment preferred
- Capacity to work in a fast paced environment
- Ability to adapt to change
- Basic accounting skills
- Sense of organization
- Customer service driven
- Interest in health services field

Position details:

A competitive compensation of \$17.00 per hour plus bonus is offered, and employees are eligible for fringe benefits.

This is a permanent full-time position, and candidates must be available to work between 32-40 hours per week on a flexible schedule (days, evenings, and weekends). **The selected candidate may also be cross-trained in other clinical positions.** A full training is given to all new hires. If you think that you are an ideal candidate for this position, please send your resume via email to lecross@lasikmd.com. Please be sure to indicate the reference number **#EDMRECS01** in the subject of your application.

We thank all candidates for their interest; however only candidates selected for an interview will be contacted. No phone calls will be accepted regarding this position.

LASIK MD Values:

- We encourage continuous learning and development
- We are dedicated to excellent patient service
- We encourage opportunities for those who demonstrate excellence
- We are open to new ideas and opinions from our employees
- We are a diverse and equitable company, and all applicants are given equal opportunity.

