



## Clinical and Surgical Counselor (Full-time)-Victoria, BC

LASIK MD is a national provider of laser vision correction, with 30 clinics across Canada and 2 clinics 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!**

### 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 Clinical and Surgical Counselor

The **Counselor** projects an important image of LASIK MD in the eyes of the patient. Reporting to the Center Director, the Counselor's main responsibility is to explain the different plans and surgeries that we offer all the while explaining the pricing structure to all patients. As well, there is the responsibility for reassuring the patient before the surgery while receiving the payment, explaining the consent forms and explaining the surgery procedure in detail.

### Responsibilities:

- Explain the surgery price to patients
- Discuss the type of surgeries and plans offered (Vision Care Plan)
- Book the surgery dates and update the appointment program (CRM)
- Answer the patient's questions and explain the consent forms
- Reassure the patients
- Answer to incoming patients and manage the phone lines
- Distribute messages and faxes
- Prepare new charts, pull out patient charts, scan and label charts
- Any other tasks requested by the Center Director

### Qualifications

- Proficiency with Microsoft Office (Excel, Word, Outlook)
- Must be available evenings and weekends
- Excellent communication skills
- Good sales abilities
- Ability to work with numbers
- Previous experience with handling/balancing cash an asset



- Previous experience in a medical clinic environment an asset
- Capacity to work in a fast paced environment
- Ability to adapt to change
- Sense of organization
- Customer service driven
- Interest in health services field

### Position details:

A competitive compensation as well as a bonus is offered for this position.

This is a permanent part-time position, and candidates must be available to work approximately 32 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 [ccwest@lasikmd.com](mailto:ccwest@lasikmd.com). Please be sure to indicate the reference number **#VICCSC01** 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.

