

Front Desk Associate

Job Summary: Join our team at Optical Expressions and help create a positive, welcoming experience for every patient who walks through our doors or reaches out to our office. We are looking for a friendly, organized, and dependable front-desk professional who enjoys helping others, thrives in a fast-paced environment, and takes pride in keeping daily operations running smoothly. In this role, you will play an important part in supporting both patients and providers through scheduling, communication, insurance verification, payment processing, and accurate recordkeeping.

What You'll Do:

- Create a warm first impression by greeting patients and visitors with professionalism, kindness, and a helpful attitude.
- Support a smooth check-in experience by confirming patient information, collecting forms and insurance cards, and verifying coverage details accurately.
- Help patients complete their visit successfully by reviewing charges, collecting payments, submitting insurance information, and scheduling follow-up appointments or referrals.
- Be a reliable point of contact by answering and routing phone calls, taking clear messages, responding to urgent needs appropriately, and confirming appointments through phone, text, or email.
- Keep the office running efficiently by maintaining accurate records in the EHR, assisting with records requests, handling mail and faxes, supporting patient notifications, and helping with daily closeout and office supply tasks.

What We're Looking For:

- High school diploma or equivalent, strong customer service skills and a genuine passion for helping others.
- Confidence using computers, phones, and standard administrative tools in a busy office setting.
- Excellent communication, professionalism, organization, and attention to detail, with the ability to balance multiple priorities successfully.
- Comfort with basic math and payment balancing, along with a strong commitment to accuracy, confidentiality, and HIPAA compliance.