



Front Office Receptionist

[Retina Los Angeles](#)

Los Angeles, CA

Job details

Job Type

Full-time

Benefits

Health insurance

Dental insurance

Vision insurance

Life insurance

Sick, Vacation and Holiday Pay

401(k)

Full Job Description

Overview

How can we make your day? At Retina Los Angeles, our goal is to provide world-class eye care and exceptional customer service to our patients. We believe that teamwork is very important and that when we work together, we can achieve amazing things.

We are looking for team players with a strong work ethic and positive attitude – these attributes are more important to us than experience. We encourage and support an environment of teaching and growth for our staff.

We invest in creating a positive work environment, where you might follow your career goals and grow, so that together we can take exceptional care of our patients.

Responsibilities

Located in sunny Los Angeles, our physicians are leaders in patient care, education, and research. We provide the highest quality eye care to a diverse group of patients, from premature infants to children to adults of all ages. Our physicians are Ophthalmologists (eye doctors) with subspecialty training in Retina.

The Retina is the back part of the eye. Like the film of a camera, it is the final place where light (or an image) is processed before traveling to the vision center of the brain. We take care of patients with a wide array of vitreoretinal conditions, and we enjoy teaching our patients and our staff about the cause and treatment of these conditions, using the latest research and highest quality, cutting-edge diagnostic imaging equipment.

You will contribute as an essential member of our team-first approach to collaborative medicine. You will benefit by learning in an environment where empathy and education are fostered and supported. We all work together to prevent health care errors and strongly emphasize patient safety and high-quality care. Team members are encouraged to communicate and to work together to support quality improvement.

Our mission is to restore and protect our patients' vision. We feel it is very rewarding to work on a team where we strive to prevent blindness and take care of others.

Our Front Office team is the first point of contact for welcoming our patients to our practice. Having a positive, welcoming, and team-first attitude is highly important. This position performs Front Office duties, including and not limited to those described below.

Principal Responsibilities:

- Welcomes patients, as they enter the practice, in a warm and friendly manner.
- Coordinates clinic schedules.
- Checks in and checks out patients.
- Collects copays and previous balances from patients in a non-judgmental manner.
- Verifies insurance benefits, including HMO and PPO.
- Obtains and verifies prior authorizations from insurances, including for the drugs used during intravitreal (intraocular) injections.
- Warmly and efficiently answers busy phone call volume.
- Follows our practice-recommended communication guidelines.
- Remains calm and friendly if waiting room or phones become busy.
- Facilitates efficient clinic flow.

- Schedules patient appointments and follow up.
- Assists with preliminary chart preparation.
- A high level of professionalism and trustworthiness are expected.
- Performs all other duties as assigned, which may include assisting in other departments within Retina Los Angeles.

At Retina Los Angeles, we currently offer the following benefits to the Front Office position:

Base Pay: \$18.00 - \$20.00 per hour commensurate with qualifications and experience

- Competitive starting wages
- Performance-based raises
- Training to grow within the practice
- Paid holidays, vacation, and sick time
- Medical, Dental, and Vision Insurance plans
- Employer paid life insurance
- 401(k) retirement program
- Tuition Assistance for career growth and development
- Employee Assistance Program

Our 3 most important service principles at Retina Los Angeles are: exceptional patient Care, Customer service, and Communication.

Our Team-First Philosophy is: "Restore. Lead. Advocate. Together, we can achieve amazing things."

- Candidates who are efficient, reliable, professional, detail oriented and organized, with the ability to communicate and work well with others are encouraged to apply. Prior experience in eye care is not required. A healthcare career track is a plus but not required. Ability to communicate in multiple languages is a plus but not required.
- COVID: Patients and staff are required to wear a mask in clinic. Staff are required to be vaccinated unless applying for an exemption.
- Employment offers are contingent upon a background check and pre-employment drug screen.

Schedule

- 8-hour shift
- Monday to Friday
- Overtime

- One location at this time. Travel to additional locations may be required in the future.

Qualifications for Front Office position:

- Strong work ethic and the desire to take great care of and provide great customer service to patients is a must.
- Positive attitude and the capacity for empathy are desired.
- Strong interpersonal and communication skills, or the desire to attain these skills, is preferred.
- Ability to handle confidential matters and adhere to HIPAA guidelines.
- High School/GED preferred.
- The ability to communicate in multiple languages is a plus.
- Team player attitude is a must.
- Excellent skills in operating a computer, including ability to type efficiently is preferred.
- Maintains an organized and clean office workspace.
- Strong organizational skills are preferred.

Just as Retina Los Angeles is dedicated to improving the quality of life of our patients and the health of our community, we are dedicated to your professional career development. With a great range of benefits that includes a comprehensive compensation and benefits package, and the opportunity to live and work in beautiful Southern California, we hope that you will find that a career with us is a rewarding and fulfilling opportunity.

Please email careers@retinalosangeles.com with your interest, contact information, and a copy of your resume. If you need further assistance with this application, please call 818-578-0004.

Retina Los Angeles is an equal opportunity/affirmative action employer.