



Patient Care Advisor

Full Job Description

Part-Time Patient Care Advisor- Medical Aesthetics Office

We are a physician owned medical aesthetics practice in Powell, Ohio. Our mission is to provide patients with an elite aesthetic experience in a casual but professional environment. We commit to delivering consistently excellent results using the most advanced techniques and innovations.

Working under the direction of the owner and Medical Director, the part-time Patient Care Advisor will help support and coordinate operations related to the practice. When you join our team, you truly become part of our family and patient-centric culture.

Position & Responsibilities:

- Interested in skin care and excited about learning, trying and relaying information about products and procedures
- Greet, schedule and assist patients with documentation
- Answer phone calls
- Communicate changes, cancellations and additional appointments to providers
- Comfort with computer use and competency in the electronic medical record and Microsoft Office with training
- Obtain and process patient payments
- Listen and appropriately direct patient feedback and help to ensure patients are satisfied and impressed with the level of service they receive
- Participate in staff meetings, social media posts and events
- Utilize patient reward programs such as Alle and Aspire
- Assist in inventory management
- Maintain confidentiality and security of patients.

- Help with opening and closing the office including restocking rooms, tidying, managing cash register

Desired Qualities & Competencies

- Strong problem solving and communication skills
- Creative and flexible
- Customer-service oriented with ability to quickly establish rapport with patients.
- Motivated, reliable, resourceful and self-accountable
- Aptitude for or ability to quickly learn and communicate aesthetic procedures.
- Superior organizational skills, time management and attention to detail.
- Professionalism when interacting with clients, patients, and staff members.
- Commitment to learn and follow all company policies, procedures, be a team player and embrace positive company culture.
- Positive and upbeat personality.
- Professional appearance and approach that represents our luxury brand practice.

Job Type: Hourly, non-exempt

Pay: Hourly, commiserate with industry standards and depending on relevant experience

Additional Benefits:

- Staff product/procedure program
- Pro-rated PTO
- Holiday Pay (If holiday falls on a day you are regularly scheduled to work)

Hours: Part-time- Two days per week Thursday and Friday 9-5 (* May need to arrive 15 min before and stay 15 minutes after to assist with office close)

Please email resume to: admin@glomd.com