

## **Patient Satisfaction Representative (Full Time/Part Time)**

Skin Laser and Surgery Specialists of NY & NJ has opportunities for Patient Satisfaction Representatives in our NY and NJ locations. These positions will require traveling to our various offices as needed.

### ***Position Summary***

The Patient Satisfaction Representative (PSR) requires superior customer service skills with the ability to discuss a wide range of general and cosmetic dermatology procedures and products with both new and existing clientele. The PSR is the patient's first face to face contact upon entering our offices and should always present themselves in an upbeat, mature manner with a professional demeanor and appearance. The position requires a solid knowledge and background in the field of cosmetic and aesthetic dermatology. This position also requires the flexibility to travel to and work from our multiple offices in the NY and NJ area.

### ***Qualifications***

The Patient Satisfaction Representative must be able to discuss various laser treatments, injectables, various wrinkle filler injectables, and vein treatments. The PSR must possess a calm, reassuring, competent demeanor and the ability to be sensitive to a patient's needs. The PSR must also be flexible for evening and weekend office hours.

### **Essential Responsibilities**

- Greets patients with a smile, has a positive attitude about their specific duties and department and communicates this to patient/clients.
- Checks patients and collects appropriate payments due.
- Checks patients out ensuring patient has home plan of care, any product needed and schedules any continuing or follow up appointments. Assures that a patient does not leave without scheduling.
- Has a comprehensive knowledge of the products and procedures offered by SLSS
- Has a comprehensive knowledge of the software programs and equipment used by SLSS
- Ability to answer simple patient questions in regards to products and procedures.
- Keeps the patient waiting areas clean and neat, checking hourly and making appropriate adjustments,
- Prepare paperwork/charts for the following days patients.
- Enters patient information into EMR.
- Confirms appointments with patients two days in advance.
- Answers calls routed from the call center and sends to appropriate personnel
- End of day payments reconciliation
- May be required to attend in-house or outside vendor events with Marketing Coordinator
- May be required to work at any of our other SLSS locations as needed.
- Recognize hierarchy and use proper lines of communication. Present a professional and caring attitude to patients and peers. Seek guidance and assistance as needed.
- Other duties as assigned

### **Core Competencies:**

- Strong customer service skills
- Knowledge of various medical/scheduling software programs.
- Comfortable using e-mail, internet applications, Microsoft Office programs including: Microsoft Word & Excel, basic computer knowledge.
- Ability to perform multiple diverse tasks simultaneously.
- Pleasant, upbeat personality because of direct face to face patient interaction

**Education**

- High School Diploma or equivalent, College Degree preferred.

**Experience**

- Previous experience in Medical and Cosmetic Dermatology practice, in a salon/spa, or in cosmetic sales.
- Proficient with MicroSoft Office (Word, Excel, Outlook)
- Previous experience with Nextech or another EMR system a plus.

**Physical Demands**

- Sitting, reading typing
- Walking
- Lifting of patient charts, office supplies, sometimes weighing over 25 pounds

**Exposure**

- Exposure to bloodborne pathogen is low risk

For consideration, please email resume and cover letter to [susand@skinandlasers.com](mailto:susand@skinandlasers.com). Please be sure to include compensation requirements and refer to Job ID: PSR.