

Patient Care Coordinator

Send inquiries to careers@starkmanfacialplastics.com

About Us:

Dr. Sidney Starkman is an established Board-Certified Facial Plastic Surgeon with an emphasis on cosmetic rhinoplasty and facial rejuvenation surgery.

We have an immediate opening for a Full-time **Patient Care Coordinator** to join our thriving Plastic Surgery practice. We are looking for a motivated individual who can be available Mondays-Fridays 9am-5pm.

We are a very successful, fast-paced office and we have a desire to build and develop one of the best places to work. We are looking for a new team member to be part of our family. We are committed to excellence in business performance, office culture, and patient satisfaction.

General Job Description:

To be successful as a **Patient Care Coordinator**, you should have a pleasant personality, strong work ethic and exceptional interpersonal and organizational skills.

The ideal candidate will be responsible for promoting company services through client consultation and education to meet monthly revenue goals. The PCC is the backbone of our practice and will work closely with our facial plastic surgeon performing preliminary consultations to educate patients on cosmetic surgery procedures. The ideal candidate will not only thrive in a fast-paced, motivated environment but will also demonstrate an unwavering dedication to patient satisfaction.

The winning candidate must possess strong listening skills, excellent follow-up technique, and a proven sales track record, in addition to the ability to articulate technical and medical information clearly to non-medical clientele.

Specific Job Description:

- Respond to patient calls and emails promptly; establish a strong relationship and rapport with each patient.
- The winning candidate must be focused on selling, driving leads to sell, and other sales-related functions. Comfort with quoting and asking patients to proceed with procedures and treatments

- Routinely follow up with potential patients as appropriate with the intent of generating additional patient encounters and to encourage patient's consideration of future services.
- Performs daily administrative duties including calling patients, handling patient inquiries, answering phones, communicated with patients via phone, email and text and setting proper patient follow-up tasks.
- Schedule surgeries efficiently, working with office staff, physician, patients, and surgery center staff.
- Must be comfortable using spreadsheets, excels, and customer relation management (CRM) software for lead management and data input to trace your results.
- Ability to hear a patient concern and appropriately connect it to a practice solution.
- Perform other clerical receptionist duties such as filing, photocopying, and faxing.
- Answer patients' questions and ensure quality customer service.
- Conducts effective and informative client consultations in order to determine goals, educate patients, and set realistic expectations regarding possible results.
- Interacts regularly with patients to ensure service/product satisfaction, response quickly and appropriately to any concern
- Assist prospective patients in making comfortable and confident decisions to select surgical treatments and procedures

Qualifications/Experience

- 3 year's relevant work experience in a medical office preferred with sales experience background.
- Professionalism is a must
- Performs daily administrative duties including calling patients, handling patient inquiries, answering phones, communicated with patients via phone, email and
- Great communication skills both verbally and written for a wide range of patient ages, and the ability to make an excellent first impression beyond expectations are both critical skills for this role.
- Must have proven experience gathering patient information via phone and scheduling consultations
- Multitasking and time-management skills with the ability to prioritize tasks
- Treating every patient as if they are family
- Demonstrated experience of delivering excellent customer service
- Collaborate successfully with patients and team members
- Experience working in a fast-paced environment is a plus
- Proficiency in Microsoft Office Suite
- Solid written and verbal communication skills

- Ability to be resourceful and proactive when issues arise
- Excellent organizational skills

Personal Characteristic

- Highly self-motivated, hardworking, and goal driven team player
- Tenacious - you never give up, and push yourself through challenges
- Grace under pressure
- Can leave “personal issues” at the door and be a professional team member
- Willingness to always learn and improve; receive constructive criticism positively
- Your demeanor and communication/empathy skills with the patient are important to make this treatment a pleasant experience for them.
- Great phone voice. Enthusiastic, friendly, articulate, and polished
- Hardworking, and goal driven team player
- Excellent interpersonal skills for building strong relationships and trust that
- Inherent ability to demonstrate warmth, compassion, and empathy
- Passionate and knowledgeable about all cosmetic surgical and nonsurgical procedures
- Operates with the highest level of ethics, integrity, and confidentiality

Job Type: Full Time (40 hours per week)

Mondays-Fridays 9am-5pm.

BENEFITS

Benefits: 401(k), Employee discount, Health insurance, Paid time off

This is a salary position.

We are an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Job Type: Full-Time

Pay: \$60,000-\$65,000 annual salary

Benefits:

- Dental insurance

- Health insurance
- Vision insurance

Schedule:

- 8 hour shift

Experience:

- Medical Office: 3 years (Required)
- Sales & Driving Leads: 1 year (Preferred)

Work Location:

- One location

Company's website:

- <https://www.scottsdalefacialplastics.com>

Work Remotely:

- No

Job Type: Full-time

Pay: \$60,000.00 - \$65,000.00 per year

Reports to Office Manager