



Professional Practice Ambassador

Comprehensive Ear & Hearing

1101 Columbus Ave.
Grand Haven, MI 49417

Overview:

The Practice Ambassador is responsible for greeting customers, answering the phones, scheduling appointments, completing administrative processing and recordkeeping. The Practice Ambassador will be able to answer questions regarding advertising promotions, screen customers to determine what services will meet their needs, and demonstrate excellent customer service. The Practice Ambassador supports the mission of the practice by demonstrating excellent customer care and by incorporating customer satisfaction and retention calls as needed.

Responsibilities:

Customer Service

- Retrieves phone messages and prioritizes return phone calls
- Greets and assists/directs customers who come to CEH
- Answers incoming calls and guides customers to the appropriate service.
- Schedules appointments.
- Prepares, pulls and files client charts on a daily basis.
- Confirms hearing aids and ear molds are ready prior to client appointment.
- Confirms the next day appointments.
- Tracks referral source for all customers.
- Maintain accurate contact information of clients including both paper and electronic files.
- Verify client insurance eligibility upon or prior to appointments
- Sends, receives and tracks medical concurrences and referrals to clients physicians
- Researches and finds resources for various new insurance programs as necessary (works with company insurance specialist).

Product Knowledge

- Obtains and maintains knowledge of hearing instruments by reading current literature provided by CEH.
- Demonstrates and sells Assistive Listening Devices (ALD's), batteries, and other special products.
- Performs minor hearing aid repairs as allowed by state law, such as battery door or receiver checks.
- Performs hearing aid checks and cleaning, as allowed by state law.
- Coordinate and cooperate with other staff for office supply orders including ALDs.

Miscellaneous duties.

- Accepts deliveries. Unpacks, allocates to lab, as possible matches charts to deliveries.
- Assists customers with exchanges, returns and loss and damage claims as needed.
- Maintains an attractive and welcoming office environment.
- Completes all filing.
- Practices good safety and infection control protocols.
- Exercises confidentiality as it relates to all business and client information.
- Records and verifies with clients pay plans on accounts
- Light housekeeping
- Supervises custodian
- Personal assistant duties to company owner as may arise
- Performs collections of customer payments at appointment
- Supports general sales collections. Makes collections reminder calls as directed by bookkeeper and/or owner

Marketing Support. – reports to marketing director

- Pulls reports to send out Birthday cards, warranty cards, check-up reminders, insurance reminders, etc.
- Prepares marketing material as needed.
- Complete Care calls as directed on a monthly basis by the marketing department
- Prepares daily, weekly and monthly reports as directed.
- Establishes and maintains good public relations.

Medical Clinic Support

Responsible for supervising support staff/assistant to:

- Confirm clinic schedule with facilities staff, CEH staff and Dr. DeGroot.
- Pull charts for Dr. DeGroot patients
- Confirm Dr. DeGroot patients
- Verify insurance for Dr. DeGroot patients
- Collect office visit fees/copays for Dr. DeGroot as needed

Qualifications:

- Must be high school graduate.
- Excellent interpersonal skills that allow effective working relationships with diverse customer, colleague, and vendor population. This includes listening, sales, and problem solving skills.
- Must be able to organize time and prioritize numerous duties within strict deadlines.
- Requires the ability to deal with numerous interruptions.
- Must be able to deal with customers in a caring and respectful manner.
- Must be detail oriented.
- Must submit to a police background check.
- Must have a valid drivers license and reliable transportation.

Qualified candidates please submit a resume and cover letter to: DBroemer@CompEarHear.com