



HELPING PEOPLE SEE THE WORLD CLEARLY

Employment Opportunity

Job Title: Bilingual Patient Support Specialist
Job Type: Full-time
Reports to: Executive Director
Location: 7801 N Lamar Blvd F-34, Austin, TX 78752
Hours: 8:30am-5:00pm
Pay: \$20/hour
Website: www.halfhelen.org

Job Description

At half Helen, we exist to help our patients see the world clearly. We are searching for a **Spanish-speaking** associate with a big heart to join our small, but growing not-for-profit organization. No eye care experience? Not a problem! You will love this position if you are outgoing, eager to learn, and enjoy helping people. This is an exciting opportunity to build a career in the optometry field. We will provide on-the-job training and access to continuing education for you to learn the skills you need to grow in our organization.

Responsibilities:

- Warmly greet patients and visitors in person and on the telephone
- Assist patients in scheduling appointments for eye exams
- Send appointment reminders
- Email patients a copy of their prescription upon request
- Process and send requests for patient exam summary reports
- Process and track glasses for pediatric patients
- Process, track, and dispense glasses to adult patients
- Provide general office and clerical support



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Characteristics, Skills, and Abilities:

- Enthusiastic about serving patients and their families and striving to develop positive relationships with our patients
- Proficiency in software programs such as Microsoft Office Suite and Google Drive
- Comfortable speaking with patients on the phone and making phone calls
- Excellent people skills and a desire to help people
- Strong attention to detail and accuracy
- Comfortable with multitasking
- High school degree or equivalent
- **Fluent speaking Spanish required**

Benefits:

- Competitive pay
- \$500 monthly allowance for health benefits
- Scrubs (staff uniform) and PPE provided by hH

To apply: please email your resume to Meghan Jones at meghan@halfhelen.org