



Job Title: Front Desk & Billing Assistant (Optical Office)

Position Type: Full-Time

Wage: \$18.00 to \$24.00

Position Overview

We are seeking a friendly, organized, and detail-oriented ****Front Desk & Billing Assistant**** to join our optical office. This hybrid role combines patient-facing front desk responsibilities with back-office billing and insurance processing. The ideal candidate provides excellent customer service while ensuring accurate and timely billing operations.

Key Responsibilities

Front Desk Duties

- * Greet patients warmly and provide a welcoming office experience
- * Answer phone calls, schedule appointments, and manage the calendar
- * Verify patient demographics and insurance eligibility
- * Check patients in and out efficiently
- * Maintain a clean, organized reception area
- * Handle patient inquiries and direct them appropriately

Billing & Administrative Duties

- * Prepare and submit insurance claims (vision and medical)
- * Verify insurance coverage, co-pays, and benefits
- * Post payments and reconcile daily transactions
- * Follow up on outstanding claims and denials
- * Communicate with insurance companies regarding claim status
- * Maintain accurate patient records and documentation
- * Assist with prior authorizations

Qualifications

- * High school diploma or equivalent (required)
- * Previous experience in a medical or optical office (preferred)

- * Knowledge of vision insurance plans (e.g., VSP, EyeMed) is a plus
- * Familiarity with medical billing and coding basics
- * Strong computer skills (EHR/EMR systems experience preferred)
- * Excellent communication and customer service skills
- * Strong attention to detail and organizational abilities
- * Ability to multitask in a fast-paced environment

Skills & Competencies

- * Professional and friendly demeanor
- * Problem-solving and critical thinking skills
- * Accuracy in data entry and billing processes
- * Time management and reliability
- * Team-oriented mindset

Work Environment

- * Fast-paced optical/medical office setting
- * Frequent interaction with patients, staff, and insurance providers
- * Combination of desk work and patient-facing duties

Benefits (Optional – customize as needed)

- * Competitive pay
- * Health & dental insurance
- * Paid time off
- * Retirement plan options
- * Employee discounts on eyewear

How to Apply

Apply on Indeed and please submit your cover letter to operations@shastaeyecare.com.