

Would you like to be part of a team in an exciting and rapidly growing medical clinic? Do you like to be in a busy environment?

FVCL is a rapidly growing medical ophthalmology clinic specializing in eye disease and surgeries with advanced technology. We have a nationally-recognized team of ophthalmologists with vast clinical experience in a wide variety of ocular services including MSP covered exams and surgeries, as well as private lens surgeries and LASIK.

We are looking for an energetic and detail oriented individual to join our dynamic and growing ophthalmic clinic and surgical centre as a Cataract Coordinator.

This role involves overseeing our whole Cataract department.

- Take pride in good customer service and good reviews; not embarrassed to embrace honest feedback
- Work well in a team-oriented clinical environment
- Assist with direct patient care by performing diagnostic testing; establish rapport with patients and promote the services of FVCL
- Must be independent, flexible schedules, efficient - it will be busy here
- Strong organization and problem solving skills
- Must also be energetic and friendly

**Experience in the following an asset:**

- OCT's
- IOL Master
- Pentacam
- Cataracts
- Cataract Counselling

**Primary Responsibilities and Duties**

- KPI analysis, SWOT and Weekly reports.
- Monthly meetings with Management and Doctors.
- Overseeing all techs.
- Department HR checks, performance and terminations (w/ Office Lead.)
- Resolving conflicts or complaints from patients and employees.
- Ensuring staff members follow company policies, protocols and procedures.
- Coaches, counsels and disciplines staff.
- Ensures a safe, secure and legal work environment.
- Analyzing information and processes.
- Developing more effective or efficient processes and strategies.
- Monitoring performance and initiating action plans to strengthen results.
- Develops growth opportunities for staff.
- Onboarding and hiring staff.
- Lead by example.
- Pre-operative exams including counseling, testing, slit lamp exam and virtual consultations.
- Prepping/scanning surgical charts/pouches/RX.
- Handling Pre-op and surgical bookings/rescheduling.
- Incoming calls and inquiries.
- Following up with Accuro tasks (bookings, chart reviews and follow-ups)

If you are interested, please email your resume, cover letter and wage expectation to [olivia@fvcl.ca](mailto:olivia@fvcl.ca). We will contact you for a working interview.