

Patient Care Technician

The Patient Care Technician will work under the supervision of a licensed audiologist, performing many different tasks to enhance our patient's experience. The candidate must have a strong desire to work independently but have skills to work well in a team-oriented environment. Must be tech savvy, have a willingness to learn, demonstrate excellent customer service skills, and have superior troubleshooting and problem solving ability. For the right individual, we will provide hands-on training.

Responsibilities and Duties: Responsibilities will include, but not be limited to:

- Cleaning, troubleshooting and repairing hearing devices
- Writing reports for audiologist
- Instructing patients on hearing device use and care, and maintenance
- Managing and tracking new hearing device orders and repairs
- Answering phones and setting appointments, and acting as general backup to our office manager
- Completing basic equipment maintenance and checks
- Performing infection control of audiology tools and instruments
- Maintaining and restocking treatment rooms
- Assisting audiologists with setup and tasks
- Demonstrating assistive technologies that may work in conjunction with patient's devices

Qualifications and Skills

Education:

- Associates Degree/Bachelor Degree and/or technical training preferred

Experience:

- One to two years of sales experience * One to two years of customer service experience
- Previous Audiology or Medical Field preferred

Skills: * Must have basic computer skills

- Must possess strong interpersonal and organizational skills
- Ability to prioritize and handle high volume of patients

Job Type: Full-time

Required education:

- Associate

Required experience:

- sales: 1 year
- customer service: 1 year