



Job Title: Patient Care Coordinator (Part-Time/Full-Time)

Location: North Conway, NH & Wolfeboro, NH

Company: The Hearing Aid Shop

About Us:

The Hearing Aid Shop is a small, dedicated audiology and hearing healthcare business committed to improving the quality of life for our patients. With offices in North Conway and Wolfeboro, NH, we pride ourselves on offering personalized, compassionate care in a fun and friendly work environment.

Job Description:

We are seeking enthusiastic and organized Patient Care Coordinators to join our team. This role is vital in ensuring our patients receive exceptional service and support from their first contact with us through their entire hearing health journey.

Responsibilities:

- Greet and welcome patients with a warm and professional demeanor
- Schedule appointments and manage the office calendar with efficiency
- Answer phone calls and respond to patient inquiries promptly
- Maintain accurate patient records and data entry
- Assist with administrative tasks such as filing, billing, and insurance processing
- Coordinate with audiologists and other staff to ensure smooth office operations
- Provide basic information about hearing aids and services to patients
- Address patient concerns and ensure a positive experience

Qualifications:

- High school diploma or equivalent
- Excellent communication and interpersonal skills
- Strong organizational and multitasking abilities
- Proficiency in basic computer, telephone, and email skills
- Experience in a medical or customer service setting is a plus
- Ability to work independently and as part of a team
- Friendly, compassionate, and patient-oriented attitude
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Pay & Benefits:

- \$20-25/hour, pay commensurate with experience
- Earned paid-time off (PTO)
- Earned performance bonus
- Laid-back and supportive work environment
- Flexible schedule options (great for working parents)

Schedule:

This position can be part-time or full-time with flexible hours. Specific days and times will be discussed during the interview process.

How to Apply:

Interested candidates are invited to submit their resume and a brief cover letter detailing their relevant experience and why they are interested in this position.

Contact Information:

Please do NOT contact our office directly, all inquiries must be via [Indeed.com](https://www.indeed.com)

Join our team at The Hearing Aid Shop and help make a difference in the lives of those with hearing needs!