

Visioncall Customer Care Coordinator

– personal profile

Empathetic

Confident

Organised

Professional

Passionate

Respectful

Proactive

Dedicated

Engaging

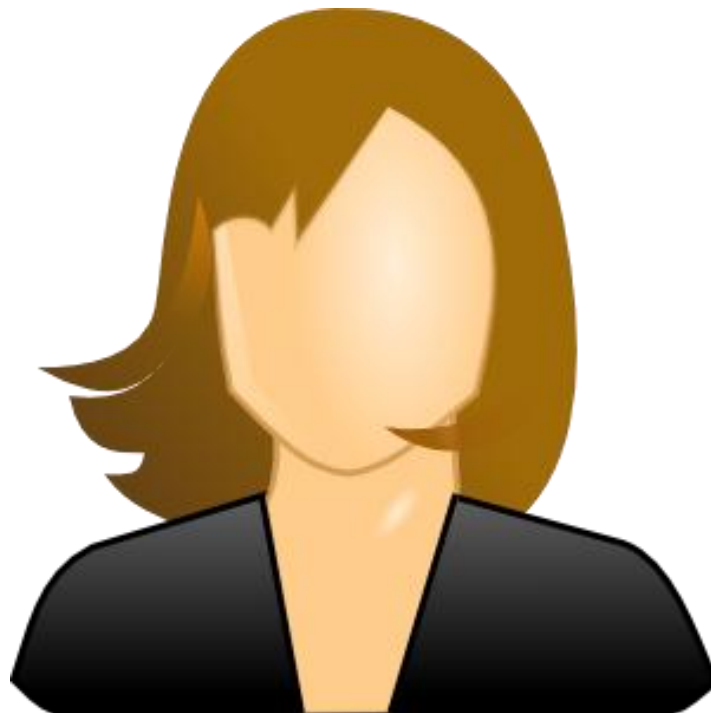
Trusted

Customer-Focused

Team Player

Caring

Uses own Initiative



Visioncall Customer Care Co-ordinator – The Job

To deliver excellent Customer Service to all customers in my region including Care Home Managers/Staff/Family Members and Patients in line with Visioncall's purpose and values to retain the business....[Be More.](#)

I work with....

- Directly: Customer Care Manager
- Support: Clinical Director/Lead Optometrist, Optometrists, Dispensers, and Business Development Manager.

I work for...

- Customer Care Manager

What do I do?

- Arrange eye care for those who are unable to make it to a high street practice.
- Plan clinics, taking into account travelling distances and number of patients requesting tests.
- Liaise with Care Home Managers and care staff to book and confirm any appointments for sight tests, adjustments or repairs.
- Work closely with Local PCTs and Area Teams to notify them of our intention to visit care homes or patients in their own homes.
- Prepare clinic paperwork for the Optometrists and Dispensers, including GOS forms, record cards (new and previous) and care home information.
- Carry out customer service calls to make sure Care Home Managers are satisfied with the Visioncall service, ensuring any additional requests are dealt with appropriately.
- Receive incoming calls from care homes/family member or patients, taking ownership of the requests and ensuring they are put into action.
- Liaise with and support the clinical teams throughout the day.
- Send all correspondence to care homes for appointments, including posters, questionnaires, confirmation letters and patient names.
- Prepare deliveries for dispensers to minimise administration when fitting spectacles within the care home or patients own home.
- Maintain the active and deceased filing system.
- Keep up-to-date with the key performance indicators, recognising my impact on these and what is expected of me.

How do I do it?

- I respect and discover individuals to enable greater things
- I act with integrity and display transparency when communicating with patients, customers and colleagues
- I look for areas for improvement, big or small, to make sure we are effective
- I work together with my team to get the best results
- I strive to go the extra mile