The Spec Shoppe, Inc.
1713 S Main St., Maryville, MO 64468
Ph. 660-582-8911
Fax 660-582-2545

NOW HIRING!

Job Title: Customer Service Representative

Location: Maryville and Stanberry, MO

Hours: Full-Time, Monday-Friday 9:00 AM - 5:00 PM, Occasional Saturday 9 – 11 AM

About The Spec Shoppe:

The Spec Shoppe, Inc., is a family-owned business that has been providing quality eyewear and exceptional eye care services in Maryville and Stanberry, Missouri, for more than 30 years. Our Team provides our customers with personalized attention and the best possible vision solutions. We pride ourselves on creating a welcoming and supportive environment for both our customers and our team.

Job Summary:

We are seeking a friendly, detail-oriented, and enthusiastic Customer Service Representative to join our team. As the first point of contact for our patients and customers, you will play a crucial role in creating a positive and welcoming experience. You will be responsible for providing excellent customer service, managing appointments, gathering necessary patient paperwork and insurance information accurately and efficiently, assisting with frame selections, and ensuring the smooth flow of our daily operations.

Responsibilities:

- Greet patients and customers with a warm and professional demeanor, in person and over the phone.
- Answer phone calls, schedule appointments, and manage the appointment calendar efficiently.
- Verify insurance information and assist patients with understanding their benefits.
- Assist patients in browsing and selecting eyewear frames, offering knowledgeable advice and guidance.
- Process payments, handle billing inquiries, and maintain accurate records.
- Manage patient communication, including appointment reminders and follow-up calls.
- Maintain a clean, organized, and welcoming reception area and optical showroom.
- Assist with administrative tasks such as data entry, filing, and inventory management.
- Collaborate effectively with opticians and other team members to ensure seamless patient care.
- Address patient inquiries and concerns in a professional and timely manner, escalating issues as needed.
- Stay up-to-date on product knowledge and current promotions.

Qualifications:

- High school diploma or equivalent required.
- Previous experience in a customer service role is highly preferred.
- Experience in the optical or healthcare field is a plus, but not required. We are willing to train the right candidate.
- Excellent communication, interpersonal, and active listening skills.
- Strong organizational skills and attention to detail.
- Proficiency in basic computer skills and the ability to learn new software.
- A positive attitude, strong work ethic, and a genuine desire to help people.
- Ability to multitask and prioritize in a fast-paced environment.
- Professional appearance and demeanor.
- Must be reliable and punctual.

Benefits:

- Competitive hourly wage, commensurate with experience.
- Opportunity to learn and grow in the optical field.
- Friendly and supportive work environment.
- Employee discounts on eyewear.
- Paid Leave Annually
    - Sick Leave 40 hours
    - Vacation Leave 40 hours
    - Six Paid Holidays

To Apply:
Please submit your resume and a brief cover letter outlining your interest in the position to Kellan at specshoppe.maryville@gmail.com.