
Carolina Eye Associates, P.A.

Notice of Position Opening

Phone Triage Technician

Center: Pinehurst
Status: Full-Time
Reports to: Manager of Patient Care

Job Summary:

Under the supervision of an Eye Center physician, the phone triage technician will triage phone calls received from patients. Will also perform ophthalmic assistant duties in patient care when needed.

Job Responsibilities:

1. Triage incoming calls from patients.
2. Schedule work in patients that need to be seen.
3. Assist with prescription verifications & refills.

Phone Triage Duties:

1. Performs phone technician duties which involves using good judgement and decision making skills.
2. Triage patient calls for refills of medication, work-in appointments or other questions patients have.

Education and Experience:

High school diploma or equivalent education/training. Optical or medical experience preferred.

Performance Requirements (Knowledge, Skills, & Abilities):

- Ability to work flexible hours, overtime (more than 8 hours per day or more than 40 hours per week).
- Ability to attend departmental training classes scheduled other than normal business hours.
- Ability and initiative to learn on the job as well as independently.
- Professional uniform attire required. (Dress Code policy in handbook.)
- Ability to relate to people in a friendly, outgoing, positive manner.
- Must possess interpersonal skills to work with a broad range of people.
- Must have the ability to document charts legibly, accurately, and in an efficient manner.
- Must have ability to use computer and keyboard.
- Must accept training for, and comply with, CEA's OSHA and Infection Control Policies and demonstrate ability to use aseptic technique.
- Must comply with CEA's HIPAA, Compliance and employee personnel manuals.
- Perform other duties as requested and assist coworkers as needed.
- Must have the ability to perform CPR.
- If hired with a LPN or RN license, employee must retain their state licensure.

Typical Physical Requirements:

Requires ability to meet physical demands of standing for extensive periods of time, documenting charts and forms in standing or sitting position. Requires the ability to perform duties in confined work areas. Requires normal visual acuity and hearing.

Carolina Eye Associates reserves the right to change or modify job duties & essential functions at any time. Note further that the above list of job duties and essential elements is an attempt to adequately describe this position but cannot be an exhaustive list.

If interested in applying for this position, please submit current resume to Janae Harrison by close of business on Monday, 04/06/26. janae.harrison@carolinaeye.com