

# Careers

## RECEPTIONIST / CUSTOMER SERVICE AGENT

Employment Sheet:

<b>Published</b>	July 2025
<b>Job Category</b>	Receptionist / customer service agent in an ophthalmology clinic.
<b>Schedule</b>	full time 5 days per week ((35 to 37,5 hours) (availability certain Tuesday evenings and/or Saturday AM)
<b>Employer</b>	<b>IRIS Ophthalmology Clinic</b> 3030 Le Carrefour boulevard Suite 1105 Laval, QC H7T 2P5
<b>Apply Now</b>	Marie-Josée Roy Assistant Clinic Director marie-josée.roy@iris.ca

**IRIS Ophthalmology Clinic\*** is looking for a candidate for the position of **receptionist / customer service agent**.

**IRIS Ophthalmology Clinic** is a private clinic located in Laval that specializes in vision correction services using corneal laser surgery (LASIK and PRK) and intraocular surgery (clear lens replacement and cataract surgery). IRIS Ophthalmology Clinic's services have been accredited with "honorable mention" by Accreditation Canada. Furthermore, IRIS Ophthalmology Clinic has been ranked first among the nine (9) refractive surgery clinics in Quebec by *ProtégezVous* magazine.

### Responsibilities

Under the authority of the Assistant Clinical Director, the applicant is responsible for customer service and administrative activities related to the functions of his department involving answering phone calls, providing general information on the offered services and various procedures, welcoming patients on site, assigning appointments and various administrative tasks.

### QUALIFICATIONS

#### Academic requirements:

- High school diploma
- College diploma an asset

\* IRIS Ophthalmology Clinic IOC Laval Inc, operating the IRIS Ophthalmology Clinic, is a corporation owned and managed entirely by the medical profession. The operation of IRIS Ophthalmology Clinic is therefore entirely under the control of doctors and is independent of IRIS, the Visual Group.

**Professional requirements and skills required:**

- **Minimum of 2 years of relevant experience in a similar position**
- **Fluent bilingualism oral and written (French-English)**
- Comfortable in a computerized environment
- At ease in a service sales context
- Knowledge of the Office suite
- Knowledge of optics an asset

**Personal requirements and skills required:**

- **Strong communications skills oral and written (French-English)**
- **Strong interpersonal skills**
- Focused on personalized, professional and warm customer service
- Autonomy
- Professionalism
- Ability to work in a team
- Initiative, sense of organization and priorities
- Sales skills
- Discretion, respect of confidentiality
- Ability to manage stress (calm, discreet)

**Specific functions and tasks:**

- Welcome clientele
- Ensure telephone response
- Respond to requests for information, transmit information related to the services offered
- Assign appointments / manage a schedule
- Taking payment and invoicing
- Work in collaboration with members of the team and other departments
- Administrative tasks related to the management of patient files
- Perform any other task related to his duties, at the request of his immediate superior
- Ensure the opening and / or closing of the clinic

*Does this new challenge appeal to you? We encourage you to send us your application!*

*Contact Marie-Josée Roy (marie-josée.roy@iris.ca) to find out more about the position and the IRIS Ophthalmology Clinic!*

*We thank all applicants for their interest in IRIS Ophthalmology Clinic; however, only chosen applicants will be contacted. We regret that we are unable to respond to individual inquiries about application status.*

*IRIS Ophthalmology Clinic is an equal opportunity employer that fosters an inclusive, equitable, and accessible environment. The IRIS Ophthalmology Clinic does not tolerate any form of discrimination or harassment.*