

JOB DESCRIPTION

Job Title: _____ Optician _____

Incumbent: _____

Department: _____

Supervisor's Name/Title: _____ Office Manager _____

Employment Status:

Regular

Temporary

Full Time

Part Time

Intern

Co-Op

Regular Hrs. Worked: ___/wk

Exempt Non-exempt

A position description is written to describe work to be performed by a fully qualified employee (i.e. an individual who possesses the knowledge, skills & experience required by the position). A less qualified individual may fill the position on the condition that, with training, they will fully meet responsibilities & skills within a reasonable period of time.

When was this description last updated? Date: 1/2004

Overall Purpose & Objective of the Position

Opticians perform the activities related to sales, eyeglass selection and fitting, and patient care in a manner that delivers a professional, pleasurable patient experience

Essential Duties & Responsibilities of the Position

- 1) Performs activities required to sell professional services and eyewear products to meet patient needs
- 2) Performs activities required to assure complete patient care resolution
- 3) Enter patient orders for frames, lenses, and contact lenses into POS system
- 4) Assist patients with fitting and repairs of eyeglass frames
- 5) Train and instruct patients in the insertion, care, and removal of contact lenses
- 6) Responsible for checking in new product and placement on display boards
- 7) Scheduling duties to include confirming, rescheduling, and referrals
- 8) Verify patient insurance coverage thru Managed Care Department
- 9) Process and collect payments for orders, purchases, and insurance co-payments
- 10) Administrative duties related to creation of patient files to include insurance cards, entering patient insurance data into POS system, forms, maintaining / purging records, etc.
- 11) Responds to patient inquiries, in person or on the phone, assisting to resolve patient problems
- 12) Makes courtesy follow up calls regarding recent purchases, order pick ups, etc.
- 13) Participates in general housekeeping activities of the retail store
- 14) Ability to perform all duties of a Patient Care Coordinator and does so as required
- 15) Responsible for attending and participating in employee meetings and training sessions
- 16) Involvement in the Outreach program by participation in health fairs as assigned
- 17) Individual may be asked to perform other retail assignments within their ability, experience and capabilities on occasion
- 18) Encourages and makes recommendations for efficiencies, processes, etc. which will deliver either quality, cost savings, and / or profitability improvements across the organization

JOB SPECIFICATIONS

Direct Reports

- 1) None

Working Conditions

Following are particular working conditions that are associated with this position:

- 1) Standard office environment

Physical / Mental Demands

Individuals in the position must meet and maintain the physical & mental ability to;

- 1) Perform in a normal office environment
- 2) Sustain the manual dexterity required to operate standard office equipment

Conditions of Exposure

- 1) None

Required Certifications

- 1) Crown Optician's Certification or ability to obtain within 3 months of accepting position

Skills / Qualifications

- 1) High School or GED qualification
- 2) Minimum 1 year experience in a sales / customer service environment
- 3) Effective verbal and written communication skills to work with co-workers and prepare concise and accurate documentation
- 4) Entry level PC skills to include MS Office, Windows, and Word
- 5) Demonstrated ability to work successfully in a team environment, functioning for the good of the team over the individual

Equipment / Tools

- 1) Lensometer
- 2) Pupilometer
- 3) Visual Field Machine
- 4) NCT Machine
- 5) Standard office equipment, i.e. fax, copier, PC's