

WEST GEORGIA EYE CARE CENTER

POSITION DESCRIPTION

POSITION Optician	DEPARTMENT Optical Shop
REPORTS TO Optical Manager	CLASSIFICATION Non-exempt
POSITION TYPE AND EXPECTED HOURS OF WORK Full-time. Monday – Friday, 9 a.m. – 6 p.m. Availability to work rotating Saturdays and alternate hours is required	

SUMMARY

The Optician is responsible for servicing patients with their optical needs to include assisting patients with frame selection, lens selection, contact lens selection, performing repairs, and providing patient education concerning technical aspects of eyewear prescriptions.

ESSENTIAL FUNCTIONS

1. The Optician is responsible for personally conducting sales, dispensing (glasses and contact lenses), optical repair and lab work i.e. lens cutting, eyewear assembly and performing necessary repairs. The Optician will lead by example and maintain the highest level of technical proficiency and professional conduct and appearance.
2. The Optician will assist the Optical Manager with optical staff to help ensure they are adequately trained and educated in all optical dispensing functions i.e. prescription analysis and interpretation, use of standard ophthalmic/lab tools and equipment, frame and lens inventory, features and benefits, coatings and tint features and benefits, assessment of patient needs, etc.
3. The Optician will assist, as necessary, with reception / cashier functions.
4. The Optician may assist the Optical Manager with ordering, tracking, and maintaining frame and lens inventory. The licensed optician may be assigned the responsibility of ensuring that the dispensary is adequately supplied and effectively managed to minimize loss, theft, and accumulation of “unsellable” items.
5. The Optician may be assigned the responsibility of ordering and checking in patient lens prescriptions from servicing labs.

SUPERVISORY RESPONSIBILITY

This position has no supervisory responsibilities.

WORK ENVIRONMENT

This position operates in a health care office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, fax machines, and filing cabinets.

PHYSICAL DEMANDS

This role requires the ability to transition to and from sitting at a desk and moving throughout the office frequently throughout the day. This position requires the ability to file paperwork and lift and carry file boxes. The ability to walk up and down stairs throughout the day is required.

* The American with Disabilities Act requires that reasonable accommodations be made for qualified individuals to help perform the required duties and tasks of the position. Please let us know at the time you apply for a position if you need any special accommodations.

REQUIRED EDUCATION, EXPERIENCE, AND SKILLS

1. High school diploma or equivalent
2. One year of optical sales experience
3. Excellent interpersonal and communication skills. Demonstrated customer service oriented attitude/behavior. Ability to work as a team member. Manage multiple tasks simultaneously. Highly motivated and organized. Empathetic with patients' needs and concerns. Excel under pressure. Attention to detail. Treat patients and co-workers with respect.

PREFERRED EDUCATION, EXPERIENCE, AND SKILLS

1. Associates' degree in healthcare administration, business, public relations, or communication
2. Two years of ophthalmic, optometric, or general medical assistant office experience
3. Bilingual

OTHER DUTIES

The statements above describe the general nature and level of work being performed by individuals assigned to this classification. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so classified. Duties, responsibilities, and activities may change at any time with, or without, notice.

I have read and understand this Position Description.

Signature and Date