

Carolina Eyecare Physicians

Job Description

Job title: Optician

Reports to: Optical Manager

Summary of Responsibilities

To manage and maintain the Optical Shop while encouraging the general growth of the practice. The Optician facilitates an excellent experience for the Optical customer by delivering high quality care and individualized service. The Optician assists the Optical Manager in customer sales, optical care and education and training.

List of Responsibilities/Duties

General

- Measure, fit, adapts, adjust, and repair eyewear.
- Evaluate customer's facial structure to determine proper frame and fit.
- Discuss customer's needs, occupation and hobbies to determine best lenses to suite lifestyle.
- Repair metal frames to replace or reattach hinges, nose pad arms or temples, resink hinges into plastic frames.
- Prepare and deliver work orders to the laboratory for lens grinding and eyewear fabrication, as needed.
- Verify quality and measurements of materials returned from the lab.
- Maintain knowledge and awareness of current trends in Opticianry.
- Maintain a neat and orderly appearance to the optical dispensary at all times.
- Participate in staff, physician and customer education.
- Place all orders for lab materials and/or other maintenance items, or supervise other personnel in this.
- Maintain inventory of eyewear, accessories, supplies, and low vision optical devices, along with the rationale for the ordering and selling of selected eyewear products.
- Operate low vision optical devices and assist in their fabrication, or supervise other personnel in this.
- Work with representatives of frame manufacturers to determine appropriate frames to purchase for population served.
- Negotiate responsible and favorable prices for lab and frame products and services.
- Reconcile statements from suppliers for purchases made.
- Establish pricing at the retail level for all eyewear products and accessories.
- Assist patients in the selection of eyewear appropriate to their ability to pay.
- Counsel patients with third party insurance as to the specifics of their coverage, including (but not limited to) patient's responsibility, time for filing, etc.

- Prepare patient's bill, collect payment and input charges into computer system; balance cash drawer at end of each day and prepare appropriate forms for deposit, or supervise other personnel in this.
- Maintain patient information on computer database.
- Assist in the establishment and/or revision of guidelines, policies and warranties.
- Perform other duties as requested by the Optical Manager or Practice Administrator.

Customer Sales

- Provides direct customer sales.
- Enters all sales data completely and accurately at point of sale.
- Maintains Optical cleanliness and appearance for display of goods and equipment.
- Maintains smooth customer flow during hours of operation.
- Monitors wait times for service and for goods ordered--keeping customers informed on what we are doing to resolve problem.
- Provides best possible eyewear solution that is responsive to each customer needs.
- Knowledgeable of specific requirements of the various managed care vision plans.
- Handles customer relations.

Clinical Care

- Measures papillary distance in order to correctly center lenses for individual customer.
- Performs lensometry in order to confirm prescription, duplicate present glasses, verify prisms, and bifocal add-ons.
- Uses lens clock to confirm that the base curve is correctly prescribed.
- Performs diagnostic work for physicians with regard to patient Rx, prisms, bifocals and lens type.
- Fits, confirms and dispenses eyewear.
- Maintains technical competency. Responsible for participating in continuing education for both technical, merchandise and sales.

Education/Teaching

- Provides doctors and technicians information on optical products that are available.
- Works with residents, as needed, on the field of Optics.
- Acts as a resource/consultant for customers.
- Educates consumer on "fit" of new lenses during adjustment phase and what to expect of the lenses.

Duties and responsibilities may be added, deleted or changed at any time at the discretion of the management, formally or informally, either verbally or in writing.

Minimum Education Requirements

- A High School diploma or an equivalent combination of education and experience from which comparable knowledge and abilities can be acquired is necessary.
- Certification through the American Board of Opticianry is required or successful attainment of certification within two years of hire.

Minimum Background Requirements

- Two years of progressively responsible optician experience is desired.

Minimum Demonstrated Skill

- Demonstrated excellence in organizational skills.
- Demonstrated excellence in communications skills.
- Demonstrated ability to effectively convey ideas and information.
- Creative idea-generating individual with excellent follow through abilities.
- Demonstrated ability to work cooperatively with others.

Working Conditions: Works in a fast paced, well lit, comfort controlled medical office. Interaction with physicians, staff, public, etc. may be constant and interruptive. High traffic area in a close work environment. Work may be stressful. Potential exposure to communicable diseases, toxic substances, and other conditions common to a practice environment.

Physical Demands: Requires perseverance and sustained energy level. Work may require sitting, standing, and/or walking for long periods of time; also stooping, bending, and stretching. May view computer screens for long periods of time. Occasional moving items. Ability to type 40 wpm, and operate a keyboard, calculator, telephone, copier, fax, and other office equipment as necessary. Ability to establish and maintain effective working relationships with physicians, patients, employees, and public. Always presents a professional image. Possess the ability to respond to telephone/paging contacts.

The American with Disabilities Act requires that responsible 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 the position if you will need any special accommodations.

I have read and understand my Job Description.

(Employee)

(Date)