

Position Title: Optician

Reports to: Site Supervisor

General Summary

Under the direction of the Site Supervisor and in accordance with established policies and procedures the incumbent serves as a member of the office team with primary responsibility to provide technical expertise, guidance and support to patients/customers with eyewear needs.

Core Values

- ✓ We recognize that each individual's contribution is critical to providing outstanding patient care.
- ✓ We believe that open, direct, and honest communication is critical to our success.
- ✓ We educate patients and provide guidance to allow them to make informed decisions on health care.
- ✓ We create an environment that fosters confidence and trust between patients and CBE providers/staff.
- ✓ We deliver outstanding care that exceeds our patients' expectations.
- ✓ We encourage humor, light-heartedness and having fun in the workplace.

Essential Job Functions

- Ensures the overall smooth operation of the provision eyewear services and materials from the optical needs assessment through sales and dispensing.
- Effectively educates and sells eyewear products to patients and customers.
- Provides proper fitting and adjustment of eyewear.
- Acts as resource to staff and doctors regarding optical patient care/customer service issues.
- Demonstrates knowledge of insurance information to assure that patients receive the maximum benefit from applicable third party payers.
- Accurately and effectively manages record keeping and filing.
- Monitors and maintains display area, eyeglass inventory, and supplies.
- Effectively operates, maintains and calibrates equipment.
- Stays up to date on knowledge of changes in technology and equipment.
- Keeps effective relationships with approved vendors.
- Maintains excellent rapport with patients/customers, staff, other offices, management and doctors.
- Ensures a high level of patient/customer service by prompt response, effective troubleshooting and resolution of inquiries and complaints.
- Covers and trains other opticians within the existing office, as well as other offices.

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Other Duties & Responsibilities

- Participates in professional development opportunities.
- Contributes to the goals, objectives and overall success of daily operation and business as a whole.
- Supports doctors in overall delivery of quality eye care services in order to ensure excellent patient care, customer service and continued practice growth.
- Performs other job-related duties and participates in special projects when needed.

Minimum Requirements

Duties require a minimum of High School Diploma or equivalent, accompanied by experience in working in a customer service position or in patient care organization. ABO (American Board of Opticianry) Certification is a plus.

- Excellent customer service and communication skills required
- Proven experience in problem-solving and troubleshooting
- Ability to demonstrate knowledge of optical products and proper use of equipment
- Must be able to multi-task effectively
- Possesses problem-solving and troubleshooting skills
- Manages time effectively
- Basic PC and keyboarding skills
- Familiarity with medical terminology
- Ability to endure a busy paced environment
- General business acumen

Supervisory Responsibility

- None

Working Conditions/Physical/Mental Demands

Physical surroundings are that of a typical office & patient care facility; generally pleasant and comfortable with minimal exposure to injury or other hazards. Moderate physical effort required; frequent standing, bending, kneeling, and light lifting, with freedom to move as needed. Travel as needed and/or required by essential job functions.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

*** External and internal applicants, as well as position individuals who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**

Optician Sign/Date: _____

Supervisor/Manager Sign/Date: _____