

POSITION: Optician
REPORTS TO: Office Manager

RESPONSIBILITIES:

1. Financial and Inventory

- Achieve and exceed optical department sales goals set by Administration
- Track optical sales daily and post
- Accurately input correct financial information and plan payments to ensure the company does not adjust financial loss
- Work with Administration to keep department costs down (products, staffing, overtime, purchase orders)
- Attend and assist with quarterly inventory audits
- Make sure monthly frame inventory is printed and sent to in house accountant

2. Administrative

- Complete daily & weekly optical task list
- Work our Ocular Wellness Program
- Ensure appearance of Optical Department is kept clean, appealing, current and changes frequently
- Accurately document only specific sales that qualify for any incentive or reimbursement through the employee incentive policy
- Monitor turnaround time and ensure department communicates with patients re: delays and notes patients file
- Submit patient's insurance information completely and accurately
- Maintain proper records of work orders, insurance information and payments.

3. Customer Service

- Ensure patient care is the top priority in the department. Every patient should feel welcome, appreciated, and important
- Lead by example to excel in customer service
- Measure patients' bridge and eye size, temple length, vertex distance, pupillary distance, and optical centers of eyes, using measuring devices
- Verify that finished lenses are ground to specifications. Double check prescription on a lensometer
- Prepare work orders and instructions for grinding lenses and fabricating eyeglasses
- Assist patients in selecting frames according to style and color, and ensure that frames are coordinated with facial and eye measurements and optical prescriptions
- Prescribe, measure, and fit lenses for patient according to a written optical prescription or specification
- Recommend specific lenses, lens coatings, and frames to suit patient needs.
- Sell goods such as spectacles, sunglasses, and other goods related to optical in general.
- Heat, shape, or bend plastic or metal frames to adjust eyeglasses to fit clients, using various optical tools and hands. Verify patient satisfaction with the fitting
- Evaluate prescriptions in conjunction with patient's lifestyle visual requirements

- Distribute and dispense optical orders once product is finalized and give proper instructions for the care of the products
- Build relationships with patients by sending cards and thank you notes
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4. Meetings

- Attend all necessary meetings including: All- Staff and Department
- Perform all other necessary duties, as required