



Family Vision

JOB DESCRIPTION

| | | | |
|---------------------------------|---------------------------|---------------------------|------------------------|
| Position Title: | Certified Optician | Last Update: | February 2019 |
| Employment, FLSA Status: | Full Time, Non-Exempt | Team Leader Title: | Practice Administrator |
| Department: | Certified Optician | | |

FAMILY VISION SUMMARY

Family Vision provides excellent service to our customers by exceeding their expectations while providing an open, honest, and fun environment for all Associates. While our customer needs are always our first priority, our Associates are just as important. Creating happy Associates creates happy and long lasting customers. We take pride in the high caliber of our staff members, and trust you will find your employment challenging, enjoyable and rewarding. Our aim toward our customers is to project a professional image that is both confident and enthusiastic. We care about our company and the great people who work with us. Our key to success is empowering our Associates to add value and provide timely and accurate service to exceed our customer's expectations.

QUALIFICATIONS/ABILITIES:

- ABO Certification preferred.
- Minimum 3 years' Optical Experience preferred.
- Experience with both contact lenses and glasses.
- Ability to operate manual and auto-lensometer.
- Excellent customer service skills are a must.
- Proficiency with computers and Microsoft programs. Knowledge of Compulink a plus.
- Focus on a fine attention to detail.
- Ability to Multi-task.

RESPONSIBILITIES – HOW THIS POSITION SUPPORTS THE VISION include the following, but are not limited to:

- Interpretation of prescriptions written by ophthalmologists and optometrists.
- Assist patients in all aspects of ordering eyewear, providing education on quality choices, lens selections, and frame styling to fit their prescription and lifestyle.
- Accurately enter and place orders, monitor and track all orders, as well as verify and inspect incoming orders.
- Creating work orders for lab technicians to ensure delivery of the proper lenses.
- Adjust eyeglasses to ensure a proper fit as well as ability to troubleshoot lens/frame fitting.
- Repair frames.
- Educating clients on proper eyeglass care.
- Enter frames into inventory and maintain inventory as well as keep the optical tidy.
- Process all eyeglass orders, including VSP, Eyemed, and Medicaid.
- Educate new contact lens wearers, instruction and removal. Specialty contact lens knowledge helpful but not required.
- Assist with preliminary and ancillary testing, such as OPTOS, OCT, Visual Fields, Topography, ect.
- Assist with answering the telephone, appointment scheduling, checking patients in and out, collecting monies.
- Attend team meetings to stay informed of all happenings and for continued trainings.

INDICATORS OF PERFORMANCE

- Timely communications.
- Accurate record keeping tasks.
- Harmony within each functional team.
- Positive perception of support from internal and external customers.

PERSONAL IMPROVEMENT

Family Vision will provide resources and support, relevant to the position, for education and training as needed. It is the Associate's responsibility to seek approval, schedule and participate in education and/or training that will prepare him/her for present and future needs. A post training recap may be required.