



# Family Vision

## JOB DESCRIPTION

<b>Position Title:</b>	<b>Pre-Testing Technician</b>		
<b>Employment, FLSA Status:</b>	Full Time, Non-Exempt	<b>Last Update:</b>	February 2019
<b>Department:</b>	Pre-Test Technician	<b>Team Leader Title:</b>	Practice Administrator

### 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:

- A high school diploma or the equivalent in relevant work experience is required.
- Experience in a professional business environment preferred.
- Exhibit both an aptitude and desire to continue learning new things.
- Exhibit a true team player attitude: personable, professional, flexible, with a high level of integrity.
- Knowledge of Microsoft Office software preferred.
- Ability to use computer and phone effectively.
- Professional attitude and appearance.
- Proven effective organizational skills.
- Ability to manage time through multi-tasking. Must be flexible and work well under pressure and easily adapt to change.
- Entail strong written and verbal communications, along with a positive attitude and a strong work ethic.
- High levels of personal accountability; an ability to be responsible for your own actions.
- Strong critical thinking and problem solving skills; an ability to assimilate knowledge, and then take appropriate action.
- Ability to sit/stand for up to 8 or more hours.

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

- Ensure high quality patient care.
- Maintain a professional atmosphere and appearance of doctor's office and pretest room.
- Understand ocular terminology and diseases and know the ocular abbreviations.
- Explain to the patient the types of preliminary examinations.
- Complete necessary paperwork and perform testing on patients prior to doctor examination.
- Promote visual field testing and retinal screenings to eligible patients.
- Perform exam pre-screening including but not limited to color blindness, depth perception, peripheral vision, glaucoma, eye pressure and corneal curvature.
- Make notes in the patient's file to aid the doctor in his assessment and treatment recommendations.
- Train patients how to use their contact lenses.
- Help patients select eyewear, glasses and frames.
- Ensure equipment, both Doctor's and pre-test, is properly maintained.
- Answer phones.

### INDICATORS OF PERFORMANCE

- Timely communications.
- Accurate reporting and administrative clerical 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.

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