



Family Vision

& CONTACT LENS CENTERS

JOB DESCRIPTION-Certified Optician

Employment, FLSA Status: Full Time, Non-Exempt
Department: Certified Optician

Last Update: April 2026
Team Leader Title: Practice Administrator

FAMILY VISION SUMMARY

Family Vision provides excellent service to our customers by exceeding their expectations while creating 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 customer relationships. Our key to success is empowering Associates to add value and provide timely, accurate service that exceeds customer expectations.

QUALIFICATIONS / ABILITIES

- ABO Certification preferred
- Minimum of 3 years optical experience preferred (training available for the right candidate)
- Experience with both eyeglasses and contact lenses
- Ability to operate manual and auto-lensometers
- Excellent customer service skills are a must
- Proficiency with computers and Microsoft programs; Knowledge of Compulink is a plus
- Focus on a fine attention to detail
- Ability to multi-task

KEY RESPONSIBILITIES

- Interpretation of prescriptions written by ophthalmologists and optometrists
- Assist patients in all aspects of ordering eye wear, 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
- Adjust eyeglasses to ensure a proper fit as well as ability to troubleshoot lens/frame fitting
- Repair frames
- Educate 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, etc.
- 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, clear, and professional communication
- Accurate documentation, record-keeping, and administrative work
- Positive collaboration and teamwork across departments
- Consistently high level of patient satisfaction and internal support

Proudly serving all over southeast Wisconsin

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Associate Signature: _____ Date: _____