



Family Vision

& CONTACT LENS CENTERS

JOB DESCRIPTION-Pre-Test Optometric Technician

Employment, FLSA Status: Full Time, Non-Exempt
Department: Optical/Patient Care

Last Update: May 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.

Position Summary

An optometric pre-test technician prepares patients for their eye exam by gathering key clinical information before they see the doctor. This includes performing diagnostic tests (such as auto-refraction, tonometry, retinal imaging, and visual field testing), recording accurate patient history, and entering results into the EHR. The role also involves explaining tests in a reassuring way, assisting with patient flow, maintaining and cleaning equipment, and supporting the doctor by ensuring the exam starts with complete, accurate data.

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.
- 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

Front Desk & Office Support

- Greet patients warmly and ensure a positive experience from check-in to check-out
- Answer phones, route calls appropriately, and relay messages
- Schedule routine, follow-up, and urgent/triage appointments
- Prepare charts and verify insurance and demographic information
- Collect copays and payments; assist with billing questions as appropriate
- Assist with contact lens ordering and dispensing
- Maintain a clean, organized reception area
- Coordinate mail, deliveries, and office communications
- Perform basic clerical duties including filing, emailing, faxing, and data entry
- Support office operations and team workflow as needed
- Maintain strict confidentiality and compliance with HIPAA regulations
- Attend team meetings and participate in ongoing training and education

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

Associate Acknowledgment: _____ Date: _____

Proudly serving all over southeast Wisconsin

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