

JOB DESCRIPTION

POSITION TITLE:	Optician
LOCATION:	HOPE Clinic
REPORTS TO:	
EDUCATION:	High School Diploma or equivalent; ABO Certification or actively pursuing/studying for ABO Certification strongly preferred
WORK EXPERIENCE:	Optical experience strongly preferred; previous customer service and retail experience; 2 years of successful sales and/or customer services track record preferred
SALARY RANGE:	DOE
FLSA STATUS:	Non-Exempt/Exempt
POSITION TYPE:	Full-Time
LANGUAGE:	Fluent in English; Bilingual in English and Spanish, Arabic, Burmese, Chinese or other languages is required

HOPE Clinic is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including but not limited to disability, race, creed, color, age, sex, religion, political or other opinion, national or social origin, etc.

JOB SUMMARY:

The Optician is responsible for helping patients achieve the right type of eyeglasses, lens shape or contact lenses in accordance with their eyesight or eye conditions. His/her duties include communicating with other eye care professionals to receive prescriptions and send them to Laboratory Technicians, providing patients with sample frames to fit their prescriptions and maintaining accurate customer data regarding their current or updated prescriptions. He/she will also be responsible for frames inventory and sales.

MAJOR DUTIES & RESPONSIBILITIES:

- Achieve monthly sales objectives set by the CFO;
- Deliver extraordinary experience to each patient;
- Provide patients with a complete understanding of our customized recommendations for products and services;
- Develop own clientele from providing outstanding service and obtaining referrals;
- Keep current on company/industry products and procedures, manufacturer rebates, and types of lenses and frames available;
- Take and returns patient calls, updating patients on the status of their order and resolving order issues should they arise. Escalates any issues with the Store Manager, as necessary;
- Retrieve patient charts and electronic health records;

- Assist patients in selecting frames, lens type, and lens treatments including tints and coatings; depending on specific patient needs and facial measurements;
- Educate patients on proper eyeglass and contact lens care;
- Collect eye and face measurements to ensure proper fit;
- Interpret prescriptions written by optometrist and/or ophthalmologist;
- Create work orders for lab technicians, specifying information on lenses needed;
- Follows-up on all pending orders and verify all orders are within the time guidelines given and informs patients of status if delays occur and notify patients when orders arrive from lab/manufacturer;
- Dispense glasses by inspecting the product, checking for proper fit, adjusting if necessary, and asking for feedback;
- Adjust eyewear to ensure visual acuity, proper fit, and patient comfort. Using various tools, performs eyewear adjustments and repairs;
- Proficient in using tools such as pupilometers, PD Sticks, lensometers, pliers, wrenches, frame warmers, etc.;
- Regularly communicate with technicians and/or Site Managers, providing additional patient information, or asking for an order status;
- Inspect the final product ensuring there are no flaws; Cleans and polishes lenses using cloths and solvents;
- Clean and organize frame boards, displays, mirrors, work bench, office area, bathroom, and breakroom, maintaining overall cleanliness and visual appeal of the store;
- Restocks retail boards with new merchandize;
- Keep up with inventory of the Vision clinic;
- Understands product issues and analyzes any problems. Thoroughly and accurately answers patients' questions regarding insurance, warranty, products, materials, services, pricing, upgrades, promotions, etc.;
- Collaborate with technicians, front desk associates, Managers, and Optometrist;
- Sell miscellaneous products such as cleaners, contact lens supply, sunglasses, safety glasses, etc.;
- Listen and respond immediately within an appropriate level of concern to all patient issues. Analyze, solve, and correct patient issues according to clinic policies.
- Assist with answering phones in a helpful and friendly manner; greeting patients, making/confirming appointments as needed;
- Assist the office team in maintaining the office's visual objective and housekeeping standards by maintaining frame board and work areas
- Attend on-site/off-site community engagement activities, clinic events, and/or training as needed;
- Perform other duties as assigned to support HOPE Clinic's Mission, Vision and Values.

QUALIFICATION REQUIREMENTS:

- Knowledge of current optical theory and merchandise

- Knowledge of current store merchandise assortment and use of inventory management systems
- Strong communicator and listener
- Awareness of current fashion trends
- Sales skills – ability to use and carry an iPad / tablet
- Strong computer and technology skills
- Comfortable with use of technology to engage patients, customers, and associates.

EDUCATION and/or EXPERIENCE:

- ABO Certification or actively pursuing/studying for ABO Certification strongly preferred
- High School Diploma or equivalent
- Optical experience strongly preferred
- Previous customer service and retail experience

TRAVEL REQUIREMENTS:

- Ability to travel to satellite sites and/or off-site locations for events or training as needed;
- Proof of liability and property damage insurance on vehicle used is required.

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general health and social services guidelines, technical procedures or governmental regulations. Ability to write reports, health correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups or patients, center staff, and the general public.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instruction furnished in written, oral, diagram, or schedule form.

OTHER SKILLS and ABILITIES:

- Bilingual (Vietnamese, Chinese, Arabic and/or Spanish with English) is preferred.
- Above average skills in language ability as well as public speaking and writing.
- Must have good transportation and a valid Texas Driver’s license.

LEADERSHIP RESPONSIBILITIES:

No supervisory or direct people management responsibilities. May provide occasional work guidance, technical advice, and training staff.

WORK COMPLEXITY/INDEPENDENT JUDGEMENT:

Work tasks can be straightforward, routine, structured or are complex, non-routine, non-structured and guided by established policies and procedures. Independent

clinical/administrative judgment is required outside of making basic choice in the selection and application of established methods. The job received frequent, ongoing supervision.

PROBLEM SOLVING:

Decisions are made on routine matters affecting few individuals and usually within the confines of the job's own department. Specific job activities and results are typically reviewed closely. There are limited requirements for developing new ideas or changes in methods, procedures or services.

COMMUNICATION/INTERACTIONS:

Information sharing - gives and receives information such as options, technical direction, instructions and reporting results. Interactions are mostly with patients, own supervisor and coworkers in own and other departments.

IMPACT OF DECISIONS:

Follow rules and procedures. Decisions can have minimal or no impact to HOPE Clinic. Errors can be readily detected, usually by the employee, and, if made, would result in minor expense for correction.

PATIENT RELATIONSHIPS:

Follow through with patient inquiries, requests and complaints. Forward difficult and non-routine inquiries or requests to appropriate level for resolution.

AMERICANS WITH DISABILITIES SPECIFICATION:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to stand, sit, talk, hear, stoop, kneel, and use hands and fingers to operate a computer and telephone keyboard reach.
- Specific vision abilities required by this job include close vision requirements due to computer work.
- Light to moderate lifting (up to twenty pounds) is required.
- Ability to uphold the stress of assisting patients of diverse backgrounds.
- Regular, predictable attendance is required.

WORKING/ENVIRONMENTAL CONDITIONS:

Work is normally performed in a typical health clinic work environment which may or may not subject the employee to hazardous or unpleasant elements, noise, crowds, confined/restricted but fire hazard approved desk spaces/rooms and varying temperatures at the clinic. There may be occasional off-site/outdoor assignments with exposure to heat/cold, wet/humid, dry/arid airs or temperatures.

HOPE Clinic is a smoke-free and drug-free workplace in compliance with federal guidelines.

Signature

Date

Full Name - Printed