

JOB DESCRIPTION

POSITION TITLE:	Optometric Technician
LOCATION:	HOPE Clinic - Main
REPORTS TO:	Patient Support Specialist Team Lead and/or HOPE Clinic's Optometrist
EDUCATION:	High School Diploma or GED; Associate degree preferred; American Board of Opticianry Certification is a plus!
WORK EXPERIENCE:	1-year relevant work experience.
SALARY RANGE:	\$13.00-\$15.00/hour
FLSA STATUS:	Hourly – Non-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:

Optometric Technician will need to work in a fast-paced academic medical optometric setting located within a Federally Qualified Health Center and wants the opportunity for further growth in eye care. He/she will perform a wide variety of front desk tasks such as registering new patients, scheduling appointments, handling insurance forms, accepting payments, screening telephone calls, and verifying insurance for patients. The optometric technician would also be responsible for direct patient care in the clinical and optical setting and be comfortable assisting patients of all ages including infants and geriatric patients of various non-English ethnic backgrounds. We are open to training the right candidate if he/she shows eagerness and flexibility to learn new skills and possesses strong customer service experience.

MAJOR DUTIES & RESPONSIBILITIES:

- Perform variety of duties within vision clinic including but not limited to patient intake and outtake, screening patients, scheduling appointments, and verifying insurance, as needed;
- Provide high quality patient care to optometry patients including all pretests (such as but not limited to, auto-refraction, automated visual field screenings and visual acuity) and dilation;
- Prepare and assist the Doctor in facilitating patient care;
- Maintain accurate EMR's of patient care, condition, progress, concerns and medical history;
- Assist patients with frame styling, frame repair/adjusting and PD measurements;
- Able to instruct patients with contact lens insertion, removal, care, and replacement;

- Manage frame, contact lens trials, ophthalmic medication, office material, and inventory of all patient care supplies;
- Ensure equipment, both Optometrist's and pre-test, is properly maintained;
- Review prescriptions and/or patient information carefully and identify special needs. Consult with the Therapeutic Optometrist when necessary;
- Help process incoming and outgoing multidisciplinary provider referrals including co-management surgical procedures;
- Help coordinate communication with various optical labs or community agencies;
- Communicate with different pharmacies, multidisciplinary departments within health center, and ophthalmology surgery centers;
- Shall be able to read, write, and speak proficient English to effectively communicate with patients, clinic staff, providers, product representatives, or language interpreters;
- Comfortable working in an academic setting with clinicians or volunteers;
- Assist with students, residents, and/or volunteer orientations and associated meeting scheduling, as needed;
- Work with Director of Operations/Therapeutic Optometrist and other optical support staff to ensure adequate staffing for appropriate departmental presence and daily operation;
- Attend on-site/off-site community engagement activities and on-site/off-site clinic events and meetings, as needed;
- Perform other duties as assigned to support HOPE Clinic's Mission, Vision, and Values.

QUALIFICATION REQUIREMENTS:

- Fully vaccinated for COVID-19
- Professional attitude and appearance;
- Must be extremely efficient, organized, flexible and resourceful;
- Knowledge of technology and optometric equipment;
- Bilingual required, clinic services 30 different languages;
- Strong customer service skills and deliver services in a culturally sensitive manner for our non-English speaking patients
- Insurance verification experience preferred;
- Understand and maintain HIPAA standards of privacy and confidentiality;
- Understand vision and medical insurance;
- Strong written and oral communication skills;
- Able to use Microsoft Office and office equipment (e.g., computer, copier) ;
- Detail Oriented
- Able to handle multiple tasks, complexity, and diversity of patients.

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.

EDUCATION and/or EXPERIENCE:

High School diploma or GED is required; Associates Degree is preferred. Experience in the optical field and referral/patient navigation is preferred.

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.

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 are often straightforward, routine, structured and guided by established policies and procedures. Little, if any, independent 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 - give and receive information such as options, technical direction, instructions and reporting results. Interactions are mostly with customers, 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:

Follows through with customer inquiries, requests and complaints. Forwards 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; Ability to uphold the stress of assisting patients of diverse backgrounds;
- Regular, predictable attendance is required;
- Must have the ability to lift up to 50 lbs

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