

# Optician Job Description

## Summary

The Optician provides customer service by acknowledging the customer, identifying customer's visual needs, assisting with purchasing decisions, resolving customer issues and concerns, and promoting products and services, while maintaining a safe shopping environment.

## Job Duties

- Sells optical products and services by assisting Customers with purchasing decisions, measuring, adjusting, and repairing frames and lenses, completing eyewear/contact lens orders, identifying and verifying prescription information.
- Complete and maintain paperwork, forms, and other required documentation, collecting payments for doctor services, and performing and recording results of optometric pre-tests (lensometry).
- Recommend specific lenses, lens coatings and frames to suit client needs. Instruct clients on how to wear and care for eyeglasses.
- Maintains merchandise presentation in the Optical area by stocking and rotating merchandise, removing damaged or out-of-date goods, setting up, cleaning, and organizing product displays, signing and pricing merchandise appropriately, and securing fragile and high-shrink merchandise if applicable.
- Maintains the Optical area in accordance with Company policies and procedures by properly handling claims and returns, zoning the area, arranging and organizing merchandise/supplies, identifying shrink and damages, and ensuring a safe work environment.
- Receives, tags and stocks merchandise/supplies from suppliers.
- Organizes and maintains the Optical Area by following Company procedures, utilizing equipment appropriately, merchandising, and completing and retaining required paperwork, logs, invoices and other documentation.
- Clean and sanitize all frames.
- Meet with frame reps to keep stock current, maximize style and variety and return old/defective product.

## Job Duties Continued

- Monitor lab invoices daily for proper pricing, credit, and accuracy.
- Accurately and efficiently bill eyewear and send to appropriate labs.
- Operates equipment, such as cash registers and related tools, to process customer purchases using appropriate procedures for different payment types and items sold.
- Prepare work orders and instructions for grinding lenses and fabricating eyeglasses. Check in/final inspection of all jobs received from lab. Verify ANSI standards were met and followed.
- Contact patients in a timely manner for dispense.
- Troubleshoot vision issues in eyewear. If necessary, consult with an optician partner to help diagnose the issue and schedule an RX check if it is determined to be an issue.
- Assist patient with inserting, removing, and caring for contact lenses.
- Measure customer for eyeglasses and assist client in selecting frames according to style and color and ensure that frames are coordinated with facial and eye measurements and optical prescriptions.
- Make all necessary notes so that any special needs or requirements can be executed by any staff member.
- Measure client's vertex distance, pupillary distance, and optical centers of eyes, using measuring devices.
- Heat, shape or bend plastic or metal frames to adjust eyeglasses to fit patient, using pliers and hands based on needs of patient.
- Evaluate prescriptions in conjunction with client's vocational and avocational visual requirements.
- Maintain records of customer prescriptions, work orders and payments.
  - o Collect payment at order intake. If special conditions apply, get permission before placing lab order.
- Follow each insurance company's specific guidelines around frame and lens pricing, discounts and proper lab selection as listed in the contract for each insurance plan.
- Coordinate with the Doctor around trial contact lens orders and recording of final RX in EHR.
- If edging jobs, make in chronological order to ensure speedy turn around. Perform proper startup/shut down of edger.
- During down time assist colleagues with maintenance, garbage removal, stocking solutions and shredding.
- Answer phones.
- Other duties as assigned by management.

## Qualifications

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

## Skills / Experience

- Ability to communicate clearly both verbally and in writing and practice active listening.
- Competency in Microsoft Word, Excel, and EMR/EHR systems.
- Basic office skills and experience using fax, phone, copier, etc.
- Exemplary customer service skills. o Retail sales experience.
- Social perceptiveness and experience selling unique lines.
- Working knowledge of medical terminology, HIPAA regulations, ICD, and CPT coding (highly recommended).
- Ability to multi-task.
- Excellent time management.
- Exemplary customer service skills.

## Work Environment & Physical Demands

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. 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 accommodation 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; walk; use hands; reach with hands and arms; stoop, kneel, talk and listen. The employee must lift up to 10 lbs. occasionally.