

MISSION CITY COMMUNITY NETWORK - JOB DESCRIPTION



Mission City
Community
Network, Inc.
"A Community Health Network"

Job Title: Optical Technician I
Department: Operations
Reports to: Operations Manager, Optometrist or designee

General Summary: Design, measure, fit, and adapt lenses and frames for client according to written optical prescription or specification. Assist client with inserting, removing, and caring for contact lenses. Assist client with selecting frames. Measure customer for size of eyeglasses and coordinate frames with facial and eye measurements and optical prescription. Prepare work order for optical laboratory containing instructions for grinding and mounting lenses in frames. Verify exactness of finished lens spectacles. Adjust frame and lens position to fit client. May shape or reshape frames.

I. Qualifications:

A. Education, Training, and Experience:

1. High School Diploma.
2. Optical Technician or Optical Dispensing Diploma from an accredited school, a plus
3. Completion of externship at an appropriate facility.
4. Minimum of 1 year experience as Optical Tech/Dispensing and/or optical office setting
5. Speak English clearly and have ability to communicate with medical staff, parents, patients, as well as other health care professionals
6. Bilingual English/Spanish or other language per appropriate sites, may be required depending on patients served
7. Write and print legibly in English, and as necessary, in the second language.
8. Valid CPR Card.
9. Valid CA Driver's License, Vehicle Insurance, and available vehicle.
10. Must be available at the designated hours.
11. Must have minimum of three months of computer experience.

B. Specific Skills and Special Abilities:

1. Understanding of, and ability to perform, the duties of an Optical Technician.
2. Translation of verbal and written communications from English to Spanish (or other applicable language)
3. Ability to learn new skills, as necessary.
4. Flexibility and ability to change.

II. Duties and Responsibilities:

A. Clerical:

1. Welcomes patients and visitors by greeting patients and visitors, in person or on the telephone; answering or referring inquiries.
2. Optimizes patients' satisfaction, provider time, and treatment room utilization by scheduling appointments in person or by telephone.
3. Keeps patient appointments on schedule by assisting in the preparation of medical charts to determine eligibility and program requirements in order to facilitate the patient appointments; reviewing service delivery compared to schedule.
4. Comforts patients by anticipating patients' anxieties; answering patients' questions; maintaining the reception area.
5. Collects appropriate payment if needed.

6. Helps patients in distress by responding to emergencies.
7. Protects patients' rights by maintaining confidentiality of personal and financial information.
8. Maintains operations by following policies and procedures; reporting needed changes.
9. Contributes to team effort by accomplishing related results as needed.
10. Promptly and courteously answering phones and directing calls as appropriate. Take messages and distribute if necessary.
11. Maintains patient accounts by obtaining, recording, and updating personal and financial information.
12. Ensures that the correct financial screening, documentation and the appropriate sliding fee scale is used when no other payor source/program is available.
13. Ensures availability of treatment information by assisting in filing and retrieving patient records
14. Input updated patient information.
15. Other duties as deemed necessary

2. Optical

1. Reception duties (answering phones, booking appointments, data entry, etc)
2. Pre-testing (perform exam pre-screening)
3. Glasses adjustment and repair
4. Ensure high quality patient care
5. Maintain professional atmosphere and appearance of doctor's office and pretest room
6. Understand ocular terminology and diseases and know the ocular abbreviations
7. Explain to the patient the types of preliminary examinations
8. Complete necessary paperwork and perform testing on patients prior to doctor examination
9. Promote visual field testing and retinal screenings to eligible patients
10. Review prescriptions and/or patient information carefully and identifies special needs. Consults with the optician, Doctor or Retail Management when necessary
11. Ensure equipment, both Doctor's and pre-test, is properly maintained
12. Competently assist patients in frame selection to fit patients' visual needs.
13. Understand differences in lens choices for patients to best fit patients' visual demands, such as bifocals, single vision, and progressives.
14. Measure pupillary distances for patients.
15. Measure patients' current glasses.
16. Recognize problems if any and able to escalate to managers/optometrist/designated supervisor.
17. Other duties as deemed necessary

III. Internal Interaction

A. Internal

1. Interacts with patients and families in an appropriate manner.
2. Interacts with the various departments within the clinic appropriately.
3. Conducts self on telephone conversations in an appropriate manner.

IV. Working Conditions:

A. Environment:

1. Works in a physically safe and clean environment.
2. Reports unsafe conditions to supervisor.

B. PHYSICAL DEMANDS:

1. STANDING/WALKING: Workday consists of stand/walking on tile and cement floors while

- performing MA duties.
- 2. SITTING: Workday may be spent sitting answering the telephone, calling out prescriptions and referrals.
- 3. LIFTING: Lifting may include up to 25 lbs. in moving equipment or assisting disabled patients. Day involves lifting requiring a full range of motion.
- 4. CARRYING: Day may include carrying objects weighing up to 25 lbs., this may include carrying charts and equipment, and newborn babies for circumcisions.
- 5. PUSHING/PULLING: Day may require pushing or pulling equipment, drawers, carts and exam table stirrups.
- 6. CLIMBING: Day may include climbing one flight of stairs.
- 7. BALANCING: Time may be required to use a footstool in retrieving supplies.
- 8. STOOPING/KNEELING: Part of workday is spent stooping or kneeling to open drawers and gathering equipment.
- 9. BENDING: Part of workday may be spent in bending at the waist picking up charts and assisting the clinician with procedures.
- 10. CROUCHING/CRAWLING: None required.
- 11. REACHING/STRETCHING: Part of time may require reaching or stretching to retrieve equipment or medications on shelves.
- 12. HANDLING: Hand and wrist movement is required part of the workday in holding charts and supplies.
- 13. FINGERING Part of workday involves writing in the chart, receiving and sending messages and assisting the clinician in surgical procedures and tests.
- 14. FEELING: Normal tactile feeling is required to perform all job duties, including taking pulses.
- 15. THROWING: none required.
- 16. TWISTING: Part of the day may be required in retrieving supplies or equipment.
- 17. TALKING: Average ability and fluency in English is required in communicating with patients, staff, and outside agencies, such as pharmacies and physicians' offices.
- 18. HEARING: Average ability is required in answering the telephone and performing all job duties (particularly taking blood pressures and using a stethoscope).
- 19. SEEING: Average ability is required to read and follow instructions and assisting patients.

V. Fiscal Responsibility:

A. General

- 1. Facilitates cost containment by efficient use of time, resources, equipment, supplies, etc.

EMPLOYEE ACKNOWLEDGMENT:

I have read my job description and understand its contents. I agree to perform the duties and responsibilities to the best of my ability. If at any time I have questions about its contents, I will discuss with my supervisor any clarification. I have received a copy of this job description and understand that it will be used to evaluate my performance both on an ongoing basis and at regular intervals.

Employee Name (Print)

Signature

Date

Supervisor or designee Name (Print)

Signature

Date

