



## Job Description Optical Assistant

<i>Department:</i>	Optometry Services	<i>Prepared By:</i>	Ana Chang Smith, Optometry Manager
<i>Reports To:</i>	Patient Care Manager	<i>Approved By:</i>	
<i>FLSA Status:</i>	Non-Exempt / Grade 15	<i>Approved Date:</i>	

### **SUMMARY:**

The Optical Assistant reports to the Health Center Manager and works under the direction of the Optometrist. Job duties include: preparation and maintenance of exam rooms, patient education, documentation in the medical record, maintaining and stocking supplies and instruments for the optometrist's use, the dispensing of eyewear and assisting as needed with patient care. Additionally, the Optical Assistant may be called upon to perform clinical and non-clinical duties to include patient scheduling, charge slips, and routine patient information.

### **ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:**

1. Supports and implements the organization's vision, mission and values.
2. Determines priorities and method of completing daily workload to insure that all responsibilities are carried out in a timely manner.
3. Performs all job functions in a professional and courteous manner. This includes answering all phone calls and emails timely and providing excellent customer service to internal and external customers.
4. Fosters and promotes a culture of service excellence and accountability.
5. Establishes rapport with patients and customers, determining needs and wants; sells, illustrates and demonstrates the use of optical products; analyzes and interprets prescriptions; responds to patient complaints.
6. Measures and dispenses spectacles; troubleshoots eyeglass problems; provides follow-up services including adjustments and repairs; demonstrates proficient use of standard optical equipment.
7. Documents and places eyeglass lab orders within 24 hours of patient purchase; maintains patient records; submit invoices.
8. Maintains frame boards with price and quantity; works with vendors and sales representatives in purchasing frames, accessories, and ophthalmic lenses.
9. Adheres to all cash collection policies and procedures.
10. Properly labels medications and supplies with open date, initials and job title. Monitors and modifies expiration date as required. Proper sterilization of required ophthalmic equipment, and ready for immediate use.
11. Performs frame inventory control.
12. Assists optometrist with pre-testing (case history, auto-refraction, visual acuity, and any auxiliary testing requested).

13. Maintains the cleanliness of the examining rooms utilizing infection control techniques. Insures that the assigned rooms are stocked with the necessary supplies and instruments prior to each patient exam.
14. Provides translation services and assists patients with instructions for all services.
15. Responsible for verifying insurances, providing referrals and completing authorizations for materials.
16. Complies with organizational policies and procedures.
17. Performs all other duties as assigned.

### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION/EXPERIENCE:**

- High School graduate or equivalency degree required.
- Completion of Optician Program or equivalent work experience in related field.
- Current CPR certificate preferred
- Experience using computers, using EMR, preferably EPIC

### **LANGUAGE SKILLS:**

Ability to read and interpret documents, such as policies and procedures, benefits information, benefit surveys, board minutes, routine mail, simple contracts, and instruction manuals. Ability to compose routine reports and correspondence. Ability to speak effectively with employees, patients, visitors and management.

### **MATHEMATICAL SKILLS:**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, and apply concepts of basic algebra and geometry.

### **REASONING ABILITY:**

Ability to exercise common sense in carrying out instructions furnished in written, oral, or diagram form and in other daily situations that arise. Ability to deal with problems involving several concrete variables in standardized situations. Ability to make decision and execute timely to produce a positive outcome.

### **OTHER SKILLS AND ABILITIES:**

1. Demonstrates ability and flexibility to work in other areas of the organization as needed.
2. Adheres to company policies and procedures in the performance of work duties.
3. Demonstrates required knowledge, skills, and education for job functions.
4. Performs all job functions in a professional, courteous and timely manner while demonstrating and promoting positive customer service skills.
5. Demonstrates required knowledge of basic medical and optometry terminology and procedures.
6. Maintains and promotes a safe work environment.
7. Demonstrates good communication skills, both oral and written.
8. Timely and dependable.
9. Basic computer skills.
10. Bilingual Spanish strongly preferred.

**PHYSICAL DEMANDS:**

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 use hands to finger, handle or feel and reach with hands and arms. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to climb or balance, stoop, kneel, crouch or sit. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 30 pounds. The employee is occasionally required to ascend and descend one flight of stairs. Specific vision abilities required by the job include close vision, color vision, and ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is often low. However, there are many times when there is a high ambient background noise of phones and multiple conversations. Must be able to screen out the background noise to concentrate on the work at hand.

**I have read and understand the above job description.**

\_\_\_\_\_  
Employee Name (Please print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature