

Job Announcement



Position Title: Optician

Supervises: None

Reports To: Chief Medical Officer

Written by: Human Resources Department

Department: Optometry

FLSA: Exempt

Effective Date: 11/2020

Approved by: CEO

Mission Statement: It is our mission to improve the quality of life for the diverse communities of South Los Angeles and Southeast Los Angeles County by providing affordable and comprehensive health care and education in a welcoming and multi-cultural environment. We aim to lead the way in health care in South Los Angeles, as the premier provider and employer of choice offering comprehensive, high quality, affordable, efficient and culturally responsive services.

General Summary:

The Optician will assume the lead role in the selection, fitting and education process by providing the highest quality patient care. This is achieved by ensuring individualized service with attentiveness, accuracy, prompt delivery, efficient services, and patient education.

Summary of Essential Duties:

- Assuming the lead responsibility in patient care, establishes a rapport with patients and other customers.
- Works with staff, management, students, and patients in creating an exceptional experience
- Measures and dispenses spectacles and accessories; provides follow-up services such as adjustments and repairs.
- Provides hands-on instruction and guidance to Interns in all matters relating to frame and lens selection in accordance with the current didactic and clinical curriculum
- Provide feedback to the Optical Director on Intern performance
- Maintains supply inventory
- Review the accuracy of work and recordings made by clinicians, including lab orders, fee slips all other Dispensing paperwork
- Ensure that proper computer record notations are made in accordance with all Federal and State policies
- Review the quality of ophthalmic materials prior to patient dispensing
- Provide feedback on the performance of the optical laboratories, and frame companies.
- Responsible for 3rd party and customer billing.
- To be trained with the production of bench work in the optical lab.

Job Specifications: *(Knowledge, skills, abilities and experience normally required for competent performance)*

Education and Knowledge

- High School Diploma required
- BA degree required
- Master preferred
- Bilingual and Bi-literate Spanish/English preferred

Experience

- Nextgen User preferred
- Experience with 3rd party payers

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- 1 year of experience in an optical retail environment required
- Minimum 2 years' experience in informatics, EMR, health education, public health, nursing, or other related fields.

Required Skills/Knowledge/Abilities

- Good written, oral and customer service skills
- Excellent interpersonal, organizational, and project management skills
- Excellent knowledge of optical devices and their applications
- Excellent understanding of and a proven ability to provide excellent customer service
- Proven ability promotes and sell optical products.
- Excellent understanding and following of procedures on insurance claims
- Excellent grasp of medical terminology, analyzes and interprets prescriptions
- Good interpersonal skills
- Detail oriented
- Good written and oral communication skills, ability to converse easily with patients
- Ability to maintain confidentiality
- Computer literate, familiar with MS Office/comfortable learning new programs
- Team player.

Licensure and Certifications

- ABO Certified Required
- First aid and CPR Certification required

TO APPLY: Send cover letter & resume to Human Resources at hr@scfhc.org or fax to (323) 432-4877

Deadline: Open until filled

APPLY DIRECTLY AT: <https://recruiting.paylocity.com/recruiting/jobs/All/325da02f-904e-426b-ab73-f734fa9906c9/South-Central-Family-Health-Cent>

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