



Optician/Contact Lens Fitter

Position Description

Position: Optician / Contact Lens Fitter

Reports to: Optical Services Manager or Manager

Job Classification: Non-Exempt

Direct Reports: N/A

Summary of Responsibilities: This position is responsible for all dispensing and optical activities. This includes all technical procedures of fitting, necessary bench work and allied optical procedures. Included also will be any necessary clerical functions required to satisfy patient needs which may include acting as liaison between pertinent departments.

Essential Job Functions:

- Assists patient with selection of eyewear, making such facial measurements and adjustments as are necessary to properly fit glasses to the patient.
- Interviews patient to determine visual needs.
- Interprets Refractionist's prescription.
- Instructs and counsels patient on proper methods of eyeglass care.
- Enters prescription and sales information into computerized system and performs all other clerical functions required to satisfy patient needs.
- Verifies Optical Benefit coverage.
- Experience with billing vision benefit plans; VSP, Eyemed, Superior Vision, March Vision and Envolve.
- Dispenses and adjusts optical product.
- Inspects final product for accuracy in accordance with prescription requirements, original order.
- Reconciles patient's concerns to their satisfaction.
- Performs all other dispensing functions consistent with the accepted professional.
- Practice as authorized by the California Board of Medical Examiners and organizational policies and practices.
- Conducts daily inventory of frames and accessories as requires.
- Repairs frames as required.
- Completes all required forms.
- Dispensers may also repair; solder; check out prescriptions; edge; mount and complete eyeglasses for final delivery to patients.
- Maintain written and verbal communication with lab as required.
- Will perform customer service and floor coordinating duties.
- Performs other related duties as needed
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Duties and responsibilities may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing.

Competencies:

- Exceptional human relations skills
- Creates a trustworthy and comfortable environment for patients
- Communicates in a calm, orderly, and non-threatening manner
- Communicates effectively with patients that have special needs
- Works with interruptions and to manage multiple priorities
- Knowledge of correct grammar, spelling and punctuation
- Writes legibly

Minimum Education Requirements

- High school diploma or GED.

Minimum Background Requirements

- One years previous experience or training in this or similar position

Minimum Demonstrated Skills

- Proficiency on a PC
- Proficiency using a photocopier
- Proficiency handling multiple telephone lines
- Proficiency using a fax machine

Physical Requirements:

- Must be in good physical condition to withstand the stress and demands of an active position.
- Manual dexterity, good eye-hand coordination, adequate vision and hearing needed in daily work.
- Must be able to lift up to 50 pounds
- Sitting 80% of the time.
- Walking 17% of the time.
- Pulling charts 2%
- Bending and stretching pulling 1%
- Medical office environment
- Minimal environmental hazards.
- Frequently reaching over the head

I have reviewed this position description and understand that I am expected to abide by these standards as outlined. I understand that I will be evaluated on these standards during my reviews.

(Print Name - Employee)

(Date)

(Signature - Employee)

(Signature – Supervisor)

(Date)