



# JOB DESCRIPTION

<b>JOB TITLE:</b> Optician	<b>JOB LEVEL:</b>
<b>LOCATION:</b> SBH	<b>FLSA STATUS:</b> Exempt
<b>DEPARTMENT:</b> Operations	<b>REPORTS TO:</b> Practice Manager

**Brand Promise:** *True Patient Centric Care*. This is the statement we make to our patients, coworkers, and the community that identifies what they should expect from us, our services and organization. The Brand Promise defines our entire organization and touches every aspect of HealthSource of Ohio.

**Brand Character:** *Friendly, Accessible, and Credible*. Every patient. Every encounter. Every employee. Every Conversation. Everyday! This is the personality of our Brand. It's our style, tone and language we use, and the purpose we serve. Our Brand Character drives our behavior and how the world sees HealthSource of Ohio and you.

The Brand Promise and the Brand Character empower you to provide quality care to every patient. We are passionate about making a real difference in the communities we serve.

**JOB SUMMARY:** Manage dispensary/lab area of Vision Center. Conduct and record all frame styling, fitting, dispensing, and adjusting data. Interact directly with the patient. Support patient flow and perform all optical measurements. Ensure daily upkeep of the dispensary area/lab room. Manage monthly lab and optical supply list.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Delivers the HSO brand promise of putting the patient/customer at the center of all we do.
2. Works well with children and takes initiative to explain frame styling and dispensing process.
3. Supports daily patient flow.
4. Travels to local schools to dispense eyewear.
5. Performs all measurements with accuracy and attention to detail.
6. Understands how to communicate fitting and dispensing process for patient comprehension.
7. Demonstrates optical knowledge through frame selection, repairs, adjustments, and dispensing practices.
8. Follows ANSI optical standards.
9. Handles and files all patient records in an organized and efficient manner.
10. Demonstrates knowledge of scheduling and computer processing procedures.
11. Ensures lab room and dispense area supply list is maintained on a daily/monthly basis.
12. Responsible for keeping frame inventory up to date, clean and organized.
13. Handles change and ambiguity with professionalism, resourcefulness and focus.
14. Prioritizes own work to ensure priority items get done; makes adjustments to plans and resources as changes in priorities occur; establishes processes to monitor progress.
15. Takes pride in the appearance of the dispensary area/ lab room and shows initiative in keeping areas clean, organized and professional looking.
16. Responsible for the maintenance and disinfection of frames, equipment and testing tools.
17. Exhibits brand characteristics of Friendly, Accessible, and Credible.
18. Other duties as assigned

**SUPERVISORY RESPONSIBILITIES:**

1. Optometric Technician

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

**CERTIFICATES, LICENSES, REGISTRATIONS:**

- ABO Certified or State Licensed

**LANGUAGE SKILLS:**

- Strong communicator and listener
- Strong interpersonal skills
- Strong verbal/written communication skills

**MATH SKILLS:**

- Strong basic math skills

**COMPUTER SKILLS:**

- Computer literate
- Familiarity with Microsoft Excel, Word applications

**Education and Experience:** Check the **Minimum** requirements for education and experience for this position.

**Education:** *Check appropriate box*

- Basic Skill Set
- High School or Equivalent (GED)
- High School & Specialized Training (*min. 6 mos. - 2 yrs.*)
- Associate Degree
- Bachelor's Degree
- Master's Degree
- PhD
- M.D./DO

**Experience Required:** *Check appropriate box*

- |  |  |
|--|--|
| <input type="checkbox"/> Entry Level             | <input type="checkbox"/> 3 to 5 years  |
| <input type="checkbox"/> 3 months – 1 year       | <input type="checkbox"/> 5 to 7 years  |
| <input type="checkbox"/> 1 to 2 years            | <input type="checkbox"/> 8 to 10 years |
| <input checked="" type="checkbox"/> 2 to 3 years | <input type="checkbox"/> > 10 years    |

**Type of Experience:**

Optical dispensing experience  
Customer service

**TRAVEL REQUIREMENTS:** As needed

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

1. *(List specific conditions for the position if any)*

**Potential exposure to blood and body fluid:**

- Category I** – *Performs tasks which involve exposure to blood, body fluid, or tissue.*
- Category II** – *Performs tasks which involve no exposure to blood, body fluid or tissue, but may perform unplanned Category I tasks.*
- Category III** – *Performs tasks that involve no exposure to blood, body fluid or tissue.*

**PHYSICAL DEMANDS:** The physical demands 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 essential functions.

Physical Activity: *(Check all that apply)*

	N/A	0-25%	26-75%	76-100%	Avg. lbs.
Lift/Carry	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	40
Push/Pull	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach Overhead	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Climb	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Squat/Bend/Kneel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Stand	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Walk/Move About	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**ACKNOWLEDGEMENTS:**

We have discussed this form and agree that it is a fair and accurate description of the responsibilities and expectations of this position.

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

\_\_\_\_\_  
 Date

\_\_\_\_\_  
 Supervisor Signature

\_\_\_\_\_  
 Date