

JOB DESCRIPTION

POSITION TITLE:	Optometric Technician
LOCATION:	HOPE Clinic (Main)
REPORTS TO:	Business Services Supervisor
EDUCATION:	High School Diploma or GED; Associate degree preferred
WORK EXPERIENCE:	1 year relevant work experience.
SALARY MINIMUM:	\$11.00/hour
SALARY MAXIMUM:	\$15.00/hour
FLSA STATUS:	Hourly – Non-Exempt
POSITION TYPE:	Full-Time
POSITION REQUIREMENTS:	

HOPE Clinic is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including race, creed, color, age, sex, religion or national origin.

JOB SUMMARY:

Provide support to the Optical department by managing patient flow. The Optometric Technician will register new patients and update existing patient demographics by collecting patient detailed information including personal health information.

MAJOR DUTIES & RESPONSIBILITIES:

- Help patients select eyeglass and lens treatments including tints and coatings
- Interpret prescriptions written by optometrists
- Collect eye measurements including corneal width and thickness
- Create work orders for lab technicians to ensure delivery of the proper lenses
- Analyze patient’s optical problems and coordinates solutions with other clinics, doctors and laboratories
- Verify spectacle prescriptions upon receipt from laboratory
- Educating clients on proper eyeglass and contact lens care
- Keeping track of orders, prescriptions, and inventory
- Communicate with optical laboratories and vendors to expedite delivery of optical goods
- Communicate with doctors and students to resolve patient visual complaints and problems
- Answer patient questions in person and over the telephone
- Adjust eyeglasses to ensure a proper fit
- Repair broken frames
- Perform other job-related duties as assigned

QUALIFICATION REQUIREMENTS:

- Experience in optical sales, frame styling, and contact lens sales
- Knowledge of equipment handling of autorefractor, lensometer, and non-contact tonometer
- Bilingual preferred
- Minimum of one year in related field
- Insurance verification experience preferred
- Understand and maintain HIPAA standards of privacy and confidentiality
- Strong written and oral communication skills
- Microsoft Office
- Office equipment (e.g., computer, copier)
- Detail Oriented
- Must be able to handle multiple tasks, complexity, and diversity of customers

EDUCATION and/or EXPERIENCE:

High School diploma or GED is required; Associates Degree is preferred. Experience in the optical field and referral/patient navigation is preferred.

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general health and social services guidelines, technical procedures or governmental regulations. Ability to write reports, health correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups or patients, center staff, and the general public.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instruction furnished in written, oral, diagram, or schedule form.

LEADERSHIP RESPONSIBILITIES:

No supervisory or direct people management responsibilities. May provide occasional work guidance, technical advice, and training staff.

WORK COMPLEXITY/INDEPENDENT JUDGEMENT:

Work tasks are often straightforward, routine, structured and guided by established policies and procedures. Little, if any, independent judgment is required, outside of making basic choice in the selection and application of established methods. The job received frequent, ongoing supervision.

PROBLEM SOLVING:

Decisions are made on routine matters affecting few individuals and usually within the confines of the job's own department. Specific job activities and results are typically reviewed closely. There are limited requirements for developing new ideas or changes in methods, procedures or services.

COMMUNICATION/INTERACTIONS:

Information sharing - give and receive information such as options, technical direction, instructions and reporting results. Interactions are mostly with customers, own supervisor and coworkers in own and other departments.

IMPACT OF DECISIONS:

Follow rules and procedures. Decisions can have minimal or no impact to HOPE Clinic. Errors can be readily detected, usually by the employee, and, if made, would result in minor expense for correction.

CUSTOMER RELATIONSHIPS:

Follows through with customer inquiries, requests and complaints. Forwards difficult and non-routine inquiries or requests to appropriate level for resolution.

AMERICANS WITH DISABILITIES SPECIFICATION:

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.

WORKING/ENVIRONMENTAL CONDITIONS:

Work is normally performed in a typical interior work environment which does not subject the employee to any hazardous or unpleasant elements.

HOPE Clinic is a smoke free workplace in compliance with federal guidelines.