

Children's Eye Physicians, P.C.

Job Description and Performance Standards-OPTICIAN

Job Title: Senior Optician
Reports To: Director of Optical Services
FLSA Status: Non-Exempt
Department: Optical
Prepared Date: 4/19/2011, 6/28/2013, 11/30/2017

Summary: Fills ophthalmic eyeglass and contact lens prescriptions by fitting and adapting both lenses and frames as well as fulfills a number of administrative responsibilities by performing the following duties.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Eyeglass sales, Maintenance/Adjustments & Warranty work:

- Fits, dispenses and adjusts eyeglasses for patients of all ages
- Assists patients in selecting frames according to style, color, and size
- Provides expertise and recommendations regarding specified lenses, lens coatings, and frames to suit patient needs
- Able to read prism amount accurately
- Evaluates prescription in conjunction with patient's vocational and visual requirements
- Verifies prescription is valid and filled before expiration date
- Measures patient's nasal bridge, eye size, temple length, vertex distance, papillary distance, optical centers and seg height (when applicable)
- Prepares work orders and instructions to lab for proper grinding and fabricating of eyeglasses
- Generates itemized customer receipt
- Performs tracing of customer frame to be stored in Vision Web
- Orders lenses through on-line company (Vision Web) or other options as defined
- Determines patient's current lens prescription using lensometry (when necessary)
- Replaces lenses and frames as dictated by warranty
- Repairs damaged frames
- Heats, shapes, or bends plastic or metal frames to adjust eyeglasses to fit patient.
- Instructs patients in adapting to, wearing, and caring for eyeglasses
- Provides assistance, rules out optical issues and provides assistance when patient is not happy with new glasses
- Sells non-prescription sunglasses and accessories
- Verifies finished lenses are ground to specification and matches prescription within tolerance before goods are dispensed
- Properly assesses sales tax on all non-medical sales
- Obtains payment of at least 50% at time of sale and collects remaining balance upon pick up of item(s)

Contact Lens Sales:

- Orders all contacts for patient orders and trial lenses that might be needed for patrons that need an extension to the next exam
- Daily, approves any contact lens orders submitted through ODG on-line
- Verifies contact lens prescription is valid and filled before expiration date
- Determines wearing length of requested lenses to ensure correct amount of lenses are ordered and dispensed per patient request
- Matches contact lens orders to correct tray by verifying accuracy of power, base curve and brand of contact lens before dispensing
- Marks each box of contact lenses with sticker to indicate right and left eyes

Inventory:

- Selects and orders frames for display
- Removes sold items from electronic inventory
- Maintains frame boards, ensuring that they are always filled with product, and re-orders appropriate frames when inventory is low or sold out
- Orders accessories when needed

Administrative & Billing Duties:

- Assists in quarterly performance of inventory reconciliation
- Daily and monthly calibrates tracer for vision web orders
- Alphabetically files patient charts once order is complete and dispensed
- Maintains petty cash balance of \$100.00 and performs two daily counts (one at beginning of day and one at end of day)
- Ensures that all phone messages have been checked and returned throughout the day
- When daily jobs come in, verifies lenses were made correctly and notates the lab invoice number on the bottom left corner
- Makes daily calls to all customer jobs that arrived that day to notify them that their purchases have arrived and are ready to be picked up
- Weekly, checks all customer trays that are to be picked up and makes follow-up phone calls if job has been in house for longer than 1 week (documents in patient chart and in QuickBooks)
- Weekly, checks all customer trays that are at the lab to ensure that jobs are being processed in acceptable time frame
- Weekly, packages all defective frames with a copy of the invoice and returns to appropriate vendor for credit
- Any job at the lab for over 6 days, calls to check on delays and notifies the patient of progress/status
- Weekly, calls patients whose items were dispensed to ensure complete product satisfaction
- Enters all daily sales in both QuickBooks and on the Daily Sales Sheet
- Creates a customer invoice in QuickBooks for each sale
- Calculates, prepares and verifies accuracy of cash, check and credit card deposits
- Records cash, check and credit card deposit in QuickBooks
- At end of day, tallies Daily Sales Sheet by calculating totals for each column as well as identifies totals for each form of payment
- Prints off daily sales sheet from QuickBooks and attaches daily sales sheet, deposit slip and

credit card receipts

- Compares Quick Books computer print-out to daily sales sheet, deposit slip and credit card receipts and notifies manager if unable to reconcile accounts
- Ensures that Billing Manager and Lead Optician receive a copy of the finalized Daily Sales Sheet, deposit, and accounts receivable page from QuickBooks
- Ensures that all insurance claims are billed within 24 hours of purchase and attaches a copy of the bill to the patient's chart and documents in QuickBooks
- Weekly, prints accounts receivable records from QuickBooks, checks for insurance claims that are due and contacts Billing to determine if payment has been received. (if Billing has not received payment, calls insurance company to check status of claim and document in chart)
- Sends out weekly email to supervisor(s) with updated accounts receivable information
- If customer job not picked up after 90 days, returns frame to stock and sends bill to patient for lenses
- Sends patient account to collections and notifies manager if balance not paid within 90 days
- Responds to customer complaints and inquiries and elevates to Management if unable to rectify situation
- Ensures proper equipment shut-down and securing of optical location during non-business hours

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/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

High school diploma or general education degree (GED); or one to three years related experience and/or training; or equivalent combination of education and experience. College degree preferred.

Language Ability:

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals
- Ability to write routine reports and professional correspondence
- Ability to speak effectively before groups of customers or employees of organization

Math Ability:

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

Reasoning Ability:

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form

- Ability to deal with and solve practical problems involving several concrete variables in standardized situations

Computer Skills:

To perform this job successfully, an individual should have knowledge of word processing software; spreadsheet software; inventory software, Vision Web software, Tracer software, Optik/NextGen software, and Internet software.

Certificates and Licenses:

N<https://www.abo-ncle.org/>

Must hold a current and verifiable certification from the American Board of Opticianry

Supervisory Responsibilities:

This job has no supervisory responsibilities.

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 usually moderate.

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.

The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand; walk and stoop, kneel, crouch, or crawl. The employee is occasionally required to climb or balance.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

Employee Signature

Date

Supervisor Signature

Date