

Dispensing Optician

Job Summary:

The dispensing optician will dispense and fit eyeglasses and other optical aids, to both adults and children, working from the prescriptions written by optometrists and ophthalmologists. They will advise patients on various types of lenses and eyeglass frames, including style, weight and color. They will also advise on how patients should wear and care for their eyeglasses and, with further training as a contact lens optician, their contact lenses. The position will also exemplify our mission statement: "Serving the people, communities and physicians in northern Michigan with unsurpassed medical and surgical eye care in an environment of kindness and dignity."

Supervisory Responsibilities:

None

Essential Job Duties:

As a dispensing optician, you will:

- Have a strong commitment to customer care
- Interpret the results of eye examinations, using prescriptions written by Optometrists or Ophthalmologists
- Advise patients on lens type, frame weights, materials, style and colors
- Design complete eyewear product by incorporating frame design elements, lens materials and optics with patient's prescription and lifestyle requirements
- Provide recommendations to patients regarding proper eyeglass frame selection
- Advise partially sighted patients on the use of low vision aids
- Advise patients when adjustments or repairs to spectacles are needed
- Order and dispense contact lenses and give advice on their care and use
- Perform accurate measurements of lens power, pupillary distance, multifocal segment height, lens base curve, vertex distance, and prism power
- Prepare orders for glasses and contact lenses by checking prescriptions, lens thickness and other specifications
- Perform eyeglass frame adjustments and repairs, including proper alignment of frame, comfortable fit, functional vision and instructions on proper wear and care of eyeglasses
- Order custom lens products from wholesale optical laboratories, monitor process, post charges and bill insurance when needed
- Check lens prescriptions on delivery to ensure that they meet the required specifications
- Organize and maintain frame displays area throughout the workday, and monitor product inventory levels

- Help maintain inventory of office supplies and other materials necessary to properly run the department
- Assist in the return of authorized merchandise to manufacturers and prepare credit forms
- Learn to use a variety of instrument and hand tools used in the Optical department; and learn to maintain these instruments
- Interact with sales representatives from vision care product suppliers
- Have the technical ability to carry out precision grinding of lenses
- Complete training and certification in fitting contact lenses
- Have excellent attention to detail, particularly for interpreting prescriptions and checking lenses
- Have strong communication skills and the ability to explain technical information clearly to customers
- Have the ability to work effectively as part of a team
- Perform other tasks and duties as assigned
- Ensure regular, punctual attendance and minimize unscheduled absences
- **Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions**

Qualifications:

- High School diploma or equivalent required
- Certification by American Board of Opticianry preferred
- 1-2 years of retail experience
- Strong organizational skills
- Excellent interpersonal skills and ability to communicate clearly and effectively with patients, staff, managers and doctors
- Ability to learn and understand the anatomy of the eye as well as normal, abnormal vision and perception
- Ability to learn and understand the laws and standards governing the ophthalmic field

Requirements:

- New hires are required to become ABO certified (American Board Optician Certified). GTOC supports and pays for training, training materials and exam
- Basic computer literacy
- Emotional stability, ability to deal with personal, professional and organizational change and growth

Physical Requirements/Working Conditions:

- Excellent visual acuity for close and detail work.

- Able to sit, stand and be flexible in movement.
- Physically able to work with telephones and computers.
- Excellent hand-eye coordination, motor coordination, and ability to do precise work.
- Must be able to lift up to 15 pounds at times.
- **These functions may be performed with or without reasonable accommodation**

Professional Behavior:

- Professional manner in work setting.
- Neat, well groomed, follows dress code.