



SOMER TOPRAK

optometrist

Job Description

Job title: OPTICAL ASSISTANT/RECEPTIONIST

Purpose of the position

The role of the Optical Assistant/Receptionist is to provide the highest standard of customer service within the team environment. The position provides patient assistance with frame and lens selection, assists them with enquiries regarding their eye care needs and performs repairs and maintenance on their spectacles. The role also supports the Optometrists and encompasses daily administrative tasks and the maintenance of practice presentation and cleanliness.

Responsibilities & duties

The role of the Optical Assistant/Receptionist is varied, there are some aspects of the role which are very easy to become proficient in; others require extensive training to reach the required level of competency. The following table shows the key areas of accountability, the measurement criteria and the timeframe expected to achieve the desired level of competency for each area. Although we have endeavoured to make this table a comprehensive guide there may be other duties which you will be required to perform when requested by management or the Business Partners.

| Key Accountability | Measurement Criteria |
|---|---|
| Answer telephone calls in professional and timely manner | Telephone call answered promptly Answer call with telephone greeting as specified by the practice manger |
| Acknowledge the presence of all patients in a friendly manner | |
| Determining client service needs and providing necessary assistance | Client and management feedback. Results of mystery shopping reports. |
| Use computer software to make and reschedule appointments. | All appointment fields correctly entered |
| Enter patient details upon presentation for appointment and prepare patient record for consultation | 100% accuracy of entering client information Record ready prior to consultation |
| Maintain practice appearance and cleanliness to a high standard. General cleaning as required. | Clean and tidy workstation Practice and products clean and dust-free |
| General administrative duties | Mail prepared and despatched daily. |

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|---|---|
| Use computer software to enter patient accounts and receive payment | 100 % accuracy. All tenders to reconcile at the end of trade. |
| Ability to assist patients in selection of non-prescription sunglasses. | Customer and management feedback. |
| Ability to perform basic repairs and adjustments on spectacles. | Customer and management feedback. |
| Competently deliver spectacles to customers. | Presentation of products delivered. Correct information given to customer. Customer and management feedback. |
| Ability to dispense basic single vision scripts. | Customer feedback. Lab error report. |
| Ability to manage patient flow and prioritise patient needs. | Customer, Optometrist, management and staff feedback. All patients ready for optometrist at time of consultation. Patients and optometrist met upon leaving consultation room to determine patient needs. |
| Accurate dispensing of unusual, single vision scripts. | Customer feedback. Lab error report. |
| Accurately take measurements for and dispense bifocal and multifocal lenses | Customer feedback. Lab error report. Remake report. |
| Use of vertometer to read spectacle prescriptions | Optometrist feedback. Lab error report. |
| Ability to fit all types of spectacle lenses | Customer feedback. Lab error report. Product returns. |

Employee Signature _____ Date _____

Manager Signature _____ Date _____