

---

## Position Description

---

### Optical Dispenser/Optical Assistant

#### Context.

We believe that everyone is important and has a significant contribution to make. Each member of our team listens with empathy and compassion, not only to our clients, but also to each other. We strive to encourage those we deal with to achieve the best results possible for them as an individual while respecting their choices.

Continued education and self-improvement form a part of our work ethic. We believe in integrity, honesty, loyalty, diligence and discipline. Freedom of expression is encouraged. We take pride in our work and strive to bring our clients innovative products, provide educated advice with results that allow for individual expression. This enables us to offer clients the best solution for their eye care needs.

Most of all we work together, believing that each member has valuable assets to contribute. We create an environment that is friendly and helpful with service that is pleasant for all to experience.

In achieving all these things we strive to be successful as individuals and as a team.

#### Purpose Statement

The role of the Optical Dispenser/Optical Assistant 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.

#### Reporting Line

The Optical Dispenser/Optical Assistant will report to the practice Principal Optometrist.

## Key Accountabilities

The role of the Optical Dispenser/Optical Assistant 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	<ul style="list-style-type: none"> <li>• Telephone call answered within 5 rings</li> <li>• Answer call with telephone greeting as specified in the Practice Manual</li> </ul>
Acknowledge the presence of all clients friendly manner	<ul style="list-style-type: none"> <li>• Client to be acknowledged within one minute of entering the practice</li> </ul>
Determining client service needs and providing necessary assistance	<ul style="list-style-type: none"> <li>• Client and management feedback.</li> <li>• Results of mystery shopping reports.</li> </ul>
Use computer software to make and reschedule appointments.	<ul style="list-style-type: none"> <li>• All appointment fields correctly entered</li> </ul>
Enter client details upon presentation for appointment and prepare patient card for consultation	<ul style="list-style-type: none"> <li>• 100% accuracy of entering client information</li> <li>• Card ready prior to consultation</li> </ul>
Use computer software to process Medicare billing	<ul style="list-style-type: none"> <li>• 100% accuracy of entering Medicare consultation fee in accordance with information provided</li> </ul>
Maintain practice appearance and cleanliness to a high standard. General	<ul style="list-style-type: none"> <li>• Clean and tidy workstation</li> <li>• Practice and products clean and dust-</li> </ul>

cleaning as required.	free
Entering prescriptions and patient data into computer.	<ul style="list-style-type: none"> <li>• 100% accuracy of patient data entry</li> </ul>
General administrative duties	<ul style="list-style-type: none"> <li>• Filing completed accurately on a daily basis.</li> <li>• Mail prepared and despatched daily.</li> <li>• DX delivery and pick-up daily</li> </ul>
Proficiency in using pretesting equipment	<ul style="list-style-type: none"> <li>• Accurate recording of results and measurements on patient card.</li> <li>• Patient and Optometrist feedback.</li> </ul>
Use computer software to enter patient accounts and receive payment	<ul style="list-style-type: none"> <li>• 100 % accuracy.</li> <li>• All tenders to reconcile at the end of trade.</li> </ul>
Ability to assist patients in selection of non-prescription sunglasses.	<ul style="list-style-type: none"> <li>• Monthly sales report.</li> <li>• Customer and management feedback.</li> </ul>
Ability to perform basic repairs and adjustments on spectacles.	<ul style="list-style-type: none"> <li>• Customer and management feedback.</li> </ul>
Competently deliver spectacles to customers.	<ul style="list-style-type: none"> <li>• Presentation of products delivered.</li> <li>• Correct information given to customer.</li> <li>• Customer and management feedback.</li> <li>•</li> </ul>
Batch, receive and adjust Medicare billing	<ul style="list-style-type: none"> <li>• All batches to reconcile against Opomate report.</li> </ul>
Batch, receive and adjust Dept of Veteran Affairs billing	<ul style="list-style-type: none"> <li>• All batches to reconcile against Opomate report</li> </ul>

Prepare and reconcile banking	<ul style="list-style-type: none"> <li>• Reconciliation with banking summary</li> </ul>
Ability to dispense basics single vision scripts.	<ul style="list-style-type: none"> <li>• Customer feedback.</li> <li>• Lab error report.</li> </ul>
Accurately entry of stock details onto computer data base.	<ul style="list-style-type: none"> <li>• All relevant fields entered.</li> <li>• Cost and retail prices corresponding to company price lists.</li> <li>• Products categorised correctly.</li> </ul>
Ability to manage patient flow and prioritise patient needs.	<ul style="list-style-type: none"> <li>• Customer, Optometrist, management and staff feedback.</li> <li>• All patients ready for optometrist at time of consultation.</li> <li>• Patients and optometrist met upon leaving consultation room to determine patient needs.</li> </ul>
Accurate dispensing of unusual, single vision scripts.	<ul style="list-style-type: none"> <li>• Customer feedback.</li> <li>• Lab error report.</li> </ul>
Accurately take measurements for and dispense bifocal and multifocal lenses	<ul style="list-style-type: none"> <li>• Customer feedback.</li> <li>• Lab error report.</li> <li>• Remake report.</li> </ul>
Use of vertometer to read spectacle prescriptions	<ul style="list-style-type: none"> <li>• Optometrist feedback.</li> <li>• Lab error report.</li> </ul>
Ability to fit all types of spectacle lenses	<ul style="list-style-type: none"> <li>• Customer feedback.</li> <li>• Lab error report.</li> <li>• Product returns.</li> </ul>
Ability to edge all applicable spectacle	<ul style="list-style-type: none"> <li>• Customer feedback.</li> </ul>

lenses.	<ul style="list-style-type: none"><li>• Lab error report.</li><li>• Product returns.</li></ul>
Ability to perform complex repairs and adjustments on spectacles.	<ul style="list-style-type: none"><li>• Customer and management feedback.</li></ul>
Other duties as requested by management or Business Partners	<ul style="list-style-type: none"><li>• Management and directors feedback.</li></ul>

I have read and fully understand the above and accept these as my duties.

Signed \_\_\_\_\_

Dated: \_\_\_\_\_

[Name of Employee]