



Position Guide for Optician and Optical Sales

Goals of the Position:

As an Optical Associate, you will provide extraordinary service and high-quality patient care while assisting patients in frame and contact lens selections.

Responsibilities:

- Take ownership of all optical sales and dispensing activities.
- Take accurate measurements of customers' eyes and facial features.
- Provide recommendations on lens options, frames, and lens coatings based on customers' needs and preferences.
- Adjust and repair eyewear as needed.
- Educate customers on proper eyewear care and maintenance.
- Process orders and ensure timely delivery of eyewear to customers.
- Process billing and verification of insurance information. Provide patients covered by third party insurance with precise details of their benefits.

Experience:

Strong retail sales skills with a focus on providing exceptional customer service. A licensed optician has achieved and maintains Certified Licensed Optician training.

Skills:

Excellent interpersonal and communication skills to effectively interact with customers and colleagues

- Detail-oriented with the ability to accurately measure and fit eyewear
- Strong sales skills to assist customers in selecting the right eyewear options
- Familiarity with vision plans such as VSP and Davis.
- Customer service-oriented mindset to ensure customer satisfaction and retention.

Benefits:

- Competitive wages with bonus opportunities
- 401(k)
- 401(k) matching
- Bereavement leave
- Dental insurance
- Employee discount
- Health insurance
- Paid time off

- Vision insurance