



# Tower Clock Eye Center

## Ophthalmic Assistant

### **General Description:**

Responsible for daily patient care and flow of clinic activities. Assists the physician directly by performing the administrative tasks and technical functions delegated by the physician to allow for comprehensive professional diagnosis, increased patient confidence, and complete patient understanding of all treatment rendered.

### **Travel**

This position requires regular travel between three clinic locations: Green Bay, Appleton, and Shawano. Employees must have reliable transportation and be willing to travel between these locations as part of their regular job duties. Mileage reimbursement will be provided in accordance with company policy. The frequency and schedule of travel may vary based on operational needs. Flexibility in work hours and the ability to adapt to changing schedules is essential.

### **Summary of Responsibilities/Duties:**

- Promptly and professionally, assist the doctor in patient care.
- Perform technical workups, patient interviews, document histories, and perform special testing as needed.
- Demonstrates working knowledge of eye anatomy, disease, symptoms and ocular medications.
- Understands and utilizes proper sterile techniques and universal precaution procedures.
- Maintain exam room inventory levels as needed.
- Update and stock patient education materials.
- Conforms to all company policies and procedures including punctuality, attendance and dress codes.
- Demonstrates flexibility in job assignment.
- Takes pride and ownership in success and image of Tower Clock Eye Center.
- Demonstrates initiative in accomplishing practice goals.
- Uses excellent guest relations skills in all interactions with patients, visitors, and staff.
- Greets patients promptly and professionally. Builds sustainable relationships of trust through open and interactive communication and by going the extra mile.
- Resolve problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems to appropriate person when needed.
- Maintains patient confidentiality at all times and communicates with the compliance officer regarding procedural changes and concerns.

- Cooperates and communicates with all staff members and physicians about patient matters. Provides management with perception of physician office practice services.

Duties and responsibilities may be added, deleted, or changed at any time at the discretion of the management, formally or informally, either verbally or in writing.

**Minimum Education Requirements:**

- High school diploma or GED

**Minimum Demonstrated Skills within 12 months of employment**

- Efficiently and accurately interviews patients and documents histories.
- Demonstrates working knowledge of eye anatomy, disease, symptoms and ocular medications.
- Accurately performs:
  - Refractions
  - Lensometry
  - Tonometry
  - Visual Fields
  - Pupil Exams
  - Topography
  - OCT
  - Biometry
- Utilizes proper eye drop technique and sterility.
- Understands and uses proper sterile techniques.
- Utilizes proper universal precaution procedures.
- Understands and communicates well to patients about common minor procedures and surgeries such as cataract, glaucoma and corneal.
- Understands and follows procedures for surgical and procedural consents.
- Customer focus with adaptability to different personality types. People skills/Building relationships/Interpersonal Savvy (Friendly/Outgoing)/Problem solving
- Demonstrated excellence in communication skills with a high focus on active listening.
- Requires a high level of accuracy, thoroughness (attention to detail)
- Requires the ability to work cooperatively as a team member with a variety of personalities in a professional and mature way.
- Ability to function well in a fast-paced, team environment performing multiple, sometimes complex, tasks.
- Demonstrated excellence in leadership and organizational skills with the ability to effectively convey ideas and information.

- Requires strong skills in operating computers, various software programs (practice management, electronic health records), data entry, word processing software, fax machines and copier machines.
- Willingness and desire to learn by instruction from coworkers and physicians.

**Physical demands**

- Must be able to sit and/or stand for long periods during the day
- Must be able to communicate clearly and concisely via the telephone
- Must be able to view and type computer data
- Must have manual dexterity to work with ophthalmic equipment

The Americans with Disabilities Act requires that reasonable accommodations be made for qualified individuals to help perform the required duties and tasks of the position. Please let us know at the time you apply for a position if you will need any special accommodations.

I have read and understand my job description.

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Employee Signature

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Date