



# Tower Clock Eye Center

## Ophthalmic Assistant

At Tower Clock Eye Center, we are committed to creating a workplace where every individual's skill and potential are valued. Rooted in our values of patient centered focus, teamwork, a growth mindset, adaptability, responsibility, accountability, and accessibility, we strive to ensure career stability and growth opportunities for everyone across our organization.

The Ophthalmic Assistant is responsible for daily patient care and ensuring the smooth flow of clinical activities. This role supports physicians by performing delegated administrative tasks and technical functions, allowing for comprehensive professional diagnosis, improved patient confidence, and enhanced understanding of all treatments provided.

### **Travel**

This position may require periodic travel between our three clinic locations: Green Bay, Appleton, and Shawano. Employees must have reliable transportation if travel is required. Mileage reimbursement will be provided in accordance with company policy. Flexibility and adaptability in work hours are essential to accommodate varying operational needs.

### **Key Responsibilities**

- Promptly and professionally assist the physician in patient care.
- Conduct patient workups, document chief complaints, and medical histories; perform specialized testing as needed.
- Demonstrate working knowledge of eye anatomy, disease processes, symptoms, and ocular medications.
- Apply proper sterile techniques and universal precaution procedures.
- Maintain exam room inventory and ensure equipment readiness.
- Update and distribute patient education materials.
- Adhere to company policies on punctuality, attendance, and professional appearance.
- Demonstrate flexibility in assignments and a proactive approach toward achieving practice goals.
- Provide excellent patient service, building trust through open communication and compassionate care.
- Identify and resolve problems by clarifying issues, researching solutions, implementing changes, or escalating when necessary.
- Always protect patient confidentiality, reporting compliance concerns appropriately.
- Collaborate with staff and physicians regarding patient needs and provide feedback to management regarding practice services.

*Duties and responsibilities may be modified at any time, formally or informally, at management's discretion.*

### **Minimum Education Requirements**

- High school diploma or GED required.
- Previous experience in a medical or eye care setting preferred but not required.
- Willingness to participate in on-the-job training and continuing education.

### **Required Skills & Competencies (within 12 months of employment)**

- Efficiently and accurately document patient chief complaints, medical histories, and all pertinent patient visit information.
- Demonstrated knowledge of eye anatomy, ocular disease, symptoms, and medications.
- Proficiency in performing:
  - Refractions
  - Lensometry
  - Tonometry
  - Visual Fields
  - Pupil Exams
  - Topography
  - Optical Coherence Tomography (OCT)
  - Biometry
- Safe and sterile instillation of eye drops.
- Understanding of sterile techniques and universal precautions.
- Ability to explain common procedures and surgeries (cataract, glaucoma, corneal) to patients.
- Knowledge of surgical and procedural consent processes.
- Strong interpersonal skills with adaptability to different personality types.
- Effective communication and active listening skills.
- High level of accuracy and attention to detail.
- Ability to work collaboratively in a professional, team-oriented environment.
- Strong organizational skills, with the ability to manage multiple tasks in a fast-paced setting.
- Proficiency in computer systems, electronic health records (EHR), practice management software, and general office equipment.
- Commitment to learning from peers, leadership, and physicians.

### **Employee Acknowledgement**

I have read and understand the job description for the position of Ophthalmic Assistant at Tower Clock Eye Center. I understand that the duties, responsibilities, and expectations described herein are subject to change at the discretion of management. My signature below confirms that I have received a copy of this job description and have had the opportunity to ask questions regarding its contents.

**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_