

Job Title:

Dispensing Optician

Overview:

At Tower Clock Eye Center, we're dedicated to fostering a workplace where every individual's skill and potential are recognized and valued. Guided by our core values—patient-centered focus, teamwork, growth mindset, adaptability, responsibility, accountability, and accessibility—we are committed to providing career stability and meaningful growth opportunities for all members of our organization.

The Dispensing Optician role is a perfect reflection of these ideals. It encourages continuous learning, professional growth, and the opportunity to make a meaningful impact on our company, our patients, and the community—drawing on your unique expertise and abilities.

Join us in our mission to be the ophthalmic providers of choice for our patients, our community, and our employees in every region we serve.

Key Responsibilities:

The Dispensing Opticians at Tower Clock Eye Center combine technical expertise, clear communication, and exceptional customer service unmatched by our competitors. Their deep knowledge of eye health, eyewear, and lens technology enables them to guide patients toward the best possible vision correction and eyewear solutions—delivered with skill, care, and dedication.

Responsibilities:

- Promptly greets and assists patients with frame selection, lens options, coatings, sunglasses, and other eyewear products to meet their individual needs.
- Measure customers to determine eyeglass size and ensure proper fit by coordinating frame selection with facial features, eye measurements, and optical prescription.
- Accurately prepares orders and associated paperwork to ensure error-free processing, eliminate the need for remakes, and promote high patient satisfaction.
- Advises clients on warranties, return policies, and related service terms to ensure clear understanding and satisfaction.
- Precisely measure patients' bridge and eye size, temple length, vertex distance, pupillary distance, and optical centers of eyes using measuring devices.
- Adjusts and repairs frames to ensure optimal fit and patient satisfaction.
- Resolve problems by identifying issues, researching and evaluating possible solutions, implementing resolutions, and escalating unresolved matters to the appropriate person when necessary.
- Ensure the optical department opens on time and remains open until all patients have been assisted.

- Maintains up-to-date knowledge of optical plans accepted, secures prior authorization for hardware when not already obtained, collects patient payments, issues receipts, and accurately records transactions in accordance with the policy.
- Record daily sales promptly and completely, ensuring all funds are balanced each day and submitted to Accounts Payable for deposit.
- Participate in scheduled inventory audits.
- Adheres to all company policies and procedures, including standards for punctuality, attendance, and professional appearance.
- Adjust to changing priorities and takes on different roles to meet team or organizational goals.
- Other duties upon request.

Required Key Skills and Qualifications:

To thrive in this position, candidates must bring a commitment to teamwork, adaptability, accountability, responsibility, and accessibility. Essential skills include:

- Strong customer focus with adaptability to various personality types.
- Proven interpersonal skills with the ability to build relationships and work effectively with diverse individuals.
- Solid understanding of insurance policies, coverages, and discounts.
- Proficient in the use of practice management software, electronic health records, financial systems, data entry, word processing, and office equipment.
- High level of accuracy, thoroughness, and attention to detail.
- Able to function well in a fast-paced, team-orientated environment while managing multiple complex tasks.
- Commitment to ongoing professional development through continuing education seminars and optical conventions and a willingness to learn from leadership, peers, and physicians.

Minimum Requirements:

- High School Diploma or GED
- At least two (2) years of professional experience as a dispensing optician, demonstrating proficiency in eyewear fitting, lens selection, frame adjustments, and customer service.
- American Board of Opticianry (ABO) certification desired.
- Prior experience in healthcare preferred.

Physical Requirements:

- Ability to remain seated for extended periods of time.
- Ability to periodically stand, walk, and move about the work area.
- Ability to view and interpret information on a computer screen.

- Ability to use fingers, hands, and wrists for repetitive motions such as typing, writing, and operating office equipment.