

POSITION DESCRIPTION

Position title:	Optical Dispenser
Location:	Eye Care Network
Reports to:	Retail Operations Manager Eye Care
Entities:	GMHBA
Organisational level:	Professional/technical specialist
Reports:	Nil

Job Purpose:

To provide patient assistance with frame and lens selection, assist with customer queries and perform repairs and maintenance on spectacles. The role also supports the optometrists and encompasses daily administrative tasks and the maintenance of practice presentation and cleanliness.

Accountabilities:

Professional Conduct

- Participate in all team activities such as team meetings, and individual coaching sessions
- Assist where required other areas of the business
- Timely attendance to all duties and delegated tasks

Customer service / patient care

- Assist patients with selection and education on the lens options and choices recommended by the prescribing Optometrist
- Assist patients and customers in the purchasing of spectacle frames, sunglasses, magnifiers and sundry items
- Measure clients' bridge and eye size, temple length, vertex distance, pupillary distance, and optical centres of eyes, using measuring devices
- Advise the patient on the most suitable spectacle frame for the patient needs considering the lens prescription, fashion, facial characteristics, lifestyle, occupational needs and other relevant factors
- Ensure the correct lens order is sent and finished lenses are received back from the lens suppliers and are verified to be correct within the expected lead times
- Ensure the completed spectacles are checked to comply with 100% accuracy with the Optometrist prescription
- Ensure the completed spectacles are delivered to the patient with the correct fitting adjustments made, explanation of how to use the optical appliance, spectacle case and cleaning cloth provided, direction on when the next eye examination is required and final payment for the optical appliance is made
- Undertake frame adjustments and repairs as required
- Arrange and maintain displays of optical merchandise

Review date: 04/02/2020
Approved by P+C



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Optical administration

- Maintain and assist in the management of the required stock levels of spectacle frames, sunglasses, magnifiers, contact lens trial lens fitting sets and sundry items
- Conduct stock takes as required
- Keep track of age of stock and returning stock that is not appropriate and ensuring that the appropriate credits are received by the Practice
- Maintain regular contact with representatives from the frame and lens suppliers to ensure product knowledge is current
- Batch, receive and adjust Medicare and Department of Veteran Affairs billing

General administration

- Answer all inbound telephone enquiries and serve waiting customers efficiently & effectively ensuring excellent customer service at all times
- Use practice software to make and reschedule appointments, submit patient insurance information, to maintain records of customer prescriptions, work orders, payments and assist with general bookkeeping and reporting
- General cleaning of the Practice to ensure work area is clean and tidy

Regulatory & Reporting

- Ensure compliance with the Company's Delegated Authorities, Business Plan, Policies and Standards
- Support company audit processes and make recommendations as required
- Keep up to date with regulatory trends and changes and actively participate in training and update type activities
- Prepare information and reports for management as required.

Other

- Uphold the company values, culture and performance standards
- Participate in the roll-out of business change programs designed to strengthen GMHBA's performance
- Embrace the mindset and actively contribute towards embedding the GMHBA Way including working in an Agile environment.
- It is not the intention of this position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position.
- The accountabilities described within may be altered in accordance with the changing requirements of the role.

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Key Relationships:

Internal:

- Optometrists
- Lead Dispensers
- Operations Manager Eye Care

External:

- Patients
- Suppliers of lenses, frames and contact lenses

Skills, Experience and Qualifications:

Mandatory

- Demonstrated experience in a customer service background
- Demonstrated experience in a retail/sales environment
- Highly developed interpersonal skills
- Computer literacy and basic administration skills

Highly desirable

- Optical Dispensing qualification or equivalent industry experience
- Previous practice experience in Optics
- Experience using Optomate

