**POSITION DESCRIPTION**

**Position title: Lead Dispenser**

**Location: GMHBA Eye Care and Branch Colocations (TBC)**

**Reports to:** Location Manager

**Entities:**  GMHBA

**Organisational level:** Technical Specialist (Retail Award level 5)

**Reports:**  Nil direct reports

**Job Purpose:**

To support the Location Manager in providing day to day operational leadership of the Eye Care team and in delivering an exceptional customer experience. To assist in the administration of Eye Care products and services. To provide specialist technical advice and support, through individual coaching and support for team members.

**Accountabilities:**

**Planning and Implementation**

* Contribute to delivery of all aspects of the GMHBA’s overall strategic plan and objectives through planning own work and timely attendance to all delegated tasks and functions.
* Consider problems or issues that may arise and use lateral thinking to resolve or recommend solutions.
* Bring to the attention of your team leader/manager risks and issues that may need to be escalated from time to time.
* Actively participate in all business activities such as team meetings, training and development opportunities, information sessions and committee meetings.
* Collaborate and seek input from team members, specialist functions and others as required, to maximise performance outcomes.

**Coaching and Development**

* Promote a culture of customer centred care/service and continuous improvement. Identify opportunities for continuous improvement and make recommendations to the Location Manager.
* Provide support, guidance and coaching to other team members as a subject matter expert within the Colocation.
* Conduct coaching with team members based on observation and/or performance metrics as agreed to with Location Manager.
* Identify common training issues and provide feedback to the Location Manager for training purposes.
* Support the Location Manager with training and continuous improvement initiatives as required.
* Support the efficient flow of communication between team members and leadership, including ensuring any daily operational communications are understood by team members.
* Monitor appointment books to ensure they reflect current rosters and communicate staffing requirements to the Location Manager as required.
* Communicate with the Location Manager regarding any matters affecting employee relations, performance or operational concerns.
* Lead and support induction of new team members.

**Optical Dispensing**

* 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.
* 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

**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.

**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.

**Stakeholders & Advice**

* Provide advice, share knowledge and identified solutions/wins with others to facilitate strong team performance
* Maintain positive and constructive relationships with internal and external stakeholders.

**Other**

* Uphold the company values, culture and performance standards.
* Participate in the roll-out of business change programs designed to strengthen GMHBA’s performance.
* Perform 1st Line of Defence duties by identifying operational risks, assist in investigating their root causes and provide support to mitigate risk through understanding control effectiveness and recommending risk improvement.
* 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.

**Key Relationships:**

|  |  |
| --- | --- |
| **Internal:**   * Optometrists * Optical Dispensers/receptionists | **External:**   * Patients/members * Suppliers of lenses, frames and contact lenses |

**Skills, Experience and Qualifications:**

**Mandatory**

* Optical Dispensing qualification or equivalent industry experience
* Previous practice experience in Optics
* Demonstrated experience in a busy customer service and team-based environment
* Strong focus on delivering excellent service and quality outcomes for customers
* Well-developed communication skills (written and spoken)
* The ability to build positive relationships with both internal and external stakeholders
* Proactive, self-motivated and works on own initiative
* Basic computer literacy including competent use of Microsoft Office and customer databases
* A proven ability to prioritise your workload with a strong attention to detail
* Committed to continuous improvement

**Highly desirable**

* Experience in coaching and development of team members
* Supervisory experience in Optics
* Demonstrated experience in a customer service background