Job Title:	Optical Dispenser	Job Status:	Non-Exempt
Reports To:	Optical Coordinator and/or Optical Manager	Pay Grade:	
Department:	Optical	Department Code:	1200
Location:	Fresno, Selma, Clovis		

JOB SUMMARY

This individual will be responsible for assisting patients with their eye wear needs, including: placing orders, dispensing, repairs, explaining vision insurance coverage, and supplying and informing patients with the best frame and lens available with their prescription.

ESSENTIAL ACCOUNTABILITIES *(other duties may be assigned)*

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- All employees of EYE-Q shall provide exemplary care to our patients, demonstrate respect and dignity toward all members of the EYE-Q community, honor our patients right to privacy, comply with all applicable laws, avoid conflicts of Interest and conduct all business practices with honesty and integrity.
- Adheres to all company policies and procedures.
- Fosters and contributes to a company culture consistent with the organizations value.
- Reliable, consistent attendance is a requirement and essential function of all positions at EYE-Q.
- Assists patients in the appropriate selection of frames.
- Selects and measures for lens type.
- Adjusts and repairs frame.
- Orders frames and lenses.
- Origination and documentation of patient records – Practice Management System.
- Answers phones/retrieving messages. Returns messages to Lab and Patients.
- Troubleshoots glasses.
- Lens treatment.
- Assists as needed in the contact lens area and optical front desk.
- Electronic data entry.
- Use of computers and calculators.
- Record-keeping and basic accounting.
- Extensive use of computer terminals and monitors.
- Ability to manage stress and remain composed in a fast paced, high stress environment.
- Ability to concentrate, retain information and remained focused throughout the work day.
- Ability to hear in person and over the phone if various settings.
- Cleaning of dispensary.
- Other duties as assigned.

MINIMUM KNOWLEDGE AND SKILL REQUIREMENTS

KNOWLEDGE OF:

- Possess a wide range of knowledge applicable to optometric care and current trends in eyewear.
- Working knowledge of eyewear sales and lenses, and vision insurance.
- Extensive experience and understanding of all aspects related to operations of a modern optical dispensary.

SKILLS IN:

- Problem solver.
- Detail oriented.
- Customer service focused.
- Organized.
- Ability to use or learn computer programs such as Microsoft Excel, internet, e-mail, and NextGen.
- Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to solve practical problems and deal with variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

EXPERIENCE AND EDUCATION

MINIMUM REQUIRED:

- High school diploma or general education degree (GED); Two years related experience in dispensary and/or technical school training; or equivalent combination of education and experience. Working knowledge of eyewear sales and lenses, vision insurance and demonstrable skills in dispensing.

PREFERRED:

- None

LICENSES/CERTIFICATIONS

MINIMUM REQUIRED:

- None

PREFERRED:

- None

SUPERVISORY RESPONSIBILITIES

None

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Employee must possess manual dexterity for typing on the computer keyboard, vision required to view computer monitor, read number and printed material, mobility sufficient to reach lift and transport file and other work material to work areas and ability to sit, stand or walk for long periods of time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle or feel, and talk or hear. The employee frequently is required to walk and reach with hands and arms.

	Occasionally (<25%)	Regularly (25%-50%)	Frequently (>50%)
Sitting			X
Standing			X
Walking			X
Climbing	X		
Reaching			X
Bending/Twisting			X
Kneeling/Squatting		X	
Crawling	X		

WEIGHT REQUIREMENTS

	Lifting	Carrying	Pushing/Pulling
< 10 lbs.	**F**	**F**	**F**
11-25 lbs.	**O**	**N**	**N**
26-50 lbs.	**N**	**N**	**N**
51-75 lbs.	**N**	**N**	**N**
> 100 lbs.	**N**	**N**	**N**

(**N**) Never = 0% of time (**O**) Occasionally = less than 25% of time

(**R**) Regularly = 25%-50% of time (**F**) Frequently = greater than 50% of time

ENVIRONMENTAL CONDITIONS

Significant Exposure to:	Yes/No
Hazardous Equipment	N
Dust	N
Fumes	Y (tint unit-Fresno office only)
Noise	N
Extreme Heat/Cold	N
Heights	N
Chemicals	Y (dyes-Fresno office only)
Hospital Waste/Sewage	N

SPECIAL NEEDS

Motion:	Left/Right/Both/NA
Power Hand Usage	NA
Repetitive Hand Motion	Y (typing)
Power Foot Usage	NA
Repetitive Foot Motion	NA

EMPLOYEE ACKNOWLEDGMENT

I have received, reviewed and fully understand the position description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein. Further, I understand this job description is not intended to be an exhaustive list of all duties performed; therefore, its content does not restrict management's right to assign additional duties and responsibilities.

_____

Employee Name (Please Print)

_____ _____

Employee Signature Date