

Job Description

TITLE: Optical Technician / Optical Sales Associate
CLASSIFICATION: Full-Time or Part Time
DEPARTMENT: Optical
LOCATION: Millington/Memphis/Baptist-Tipton Hospital
REPORTS TO: Dr Chris H. Cooper, Managing Partner
CONTACT EMAIL: cooper@wteye.com

Job Summary:

Key job duties include greeting patients, providing assistance in lens and frame selection and accurately maintaining order data in electronic medical records and facilitating day-to-day operation based on company protocols. Evaluating a patient's lifestyle needs and present solutions for addressing those visual needs. Determine insurance benefits, accurately determine patient's copay, input orders into the computer system.

Other responsibilities of this position include completing quality inspection of all glasses to ensure they meet ANSI standards. The individual will make eyeglass repairs and adjustments and maintain a clean work environment consistent with the company's COVID mitigation procedures.

Team Values

We work as a strong and supportive team. Our Team Values help us focus on what is most important every day. If you are looking for a professional team to support you in your work-life balance, we want to hear from you.

Our Team Values are:

- We are in it to win it as ONE team.
- Patients rave about our impressive quality and our heartfelt care.
- We are each extraordinary in all we do.
- We are continually obsessed with finding a better way to serve our patients.

Education and Experience:

- High School Diploma / GED
- Minimum of two years of optical experience
- Experience using ophthalmic instruments to include: pupilometer, lensometer, icare/tono-pen and autorefractor
- Professional attitude and appearance

Essential Skills and Functions:

- Excellent sales and communication skills to assist patients with selecting the proper ophthalmic frame and lens selection to maximize their visual performance and to consistently meet departmental goals
- Provide outstanding service by treating customers with respect, providing prompt and courteous service. This requires hourly checking of voice mail, taking action, notify patients of action and documenting action in the electronic medical record
- Ability to dispense, adjust, and repair eyewear

- Demonstrate the ability to work well with peers in a fast paced and evolving work environment. This requires a candidate to complete assigned daily tasks without needing constant management oversight.
- Ability to read prescriptions and capable of understanding vision insurance benefits
- Contact lens application and removal training. Educate patients about their lenses, solutions, replacement schedule and warning signs of possible complications
- Work to minimize material waste during the fabrication of eyewear.
- Ability to understand patients' complaints with glasses and make appropriate adjustments to the frames to correct their problem
- Accurately and promptly complete all required paperwork/documentation in the electronic medical record
- Tracking report to be completed each week and sent to management.
- Assist with answering phones efficiently in accordance with West TN Eye telephone protocol
- Make recommendations to management for increased efficiency, better team morale and improved patient experience.
- Actively participate in social media campaigns highlighting your success stories of helping patients (who volunteer for social media)
- Instill dilation medication under physician's orders
- Complete and document auto-refractions, and lensometry readings
- Follow all practice policies and procedures
- Execute the company's COVID mitigation protocols and waste disposal policies are adhered to at all times
- Build strong, supportive, and constructive relationships with doctors, peers and management teams
- Other duties as assigned

Compensation and Benefits (based on employment status)

- Competitive Salary
- Medical Insurance
- Life Insurance
- Employee Assistance Program
- Paid Time Off
- Paid holidays
- No Nights
- No Sundays

Company Background:

West TN Eye is a medical eye care practice serving Shelby and Tipton Counties for more than 45 years. More than half of our patients come for medical eye care services related to conditions like diabetes, high blood pressure, lupus, glaucoma and cataracts. However, we seek to provide top quality ophthalmic products to patients looking to maximize their visual performance. Applicants would become part of this dynamic team to make a difference in the lives of the patients we care for.

We seek individuals with an outgoing and caring personality who by words and actions can show patients how much our Practice cares for them. If you are about making a difference for individuals, then we would like the opportunity to review your resume.

We are a Memphis based practice with additional offices in Millington and at Baptist Hospital in Covington, TN. Unlike retail opticals, we do not work nights and we do not work on Sundays. Additionally, the flow of patients is not overwhelming because so many patients are coming for medical care services and not new glasses. This provides you time to focus on each patient's individual vision needs and to process orders in the computer.

We try to make joining our team easy with written and video training materials so no matter where you are on your career path we can welcome you on to our team.

Our optometrists are board certified by the American Board of Optometry. Dr. Cooper holds an appointment by the Governor of TN on the health regulator board. Dr. Talley is a former president of the TN Association of Optometric Physicians.

The Practice complies with all state and federal regulations. WTE provides equal employment opportunities for all employees and applicants and does not discriminate on the basis of race, color, age, gender, religion, national origin, social origin, sexual orientation, gender identity or expression, political opinions, veteran or military status, marital status, pregnancy, disability, or any other characteristics protected by law in hiring, firing, or any other terms and conditions of employment. In summary, the Practice welcomes all qualified, dedicated and hard working individuals.

NOTICE: This job description is intended only to describe the general nature and level of work performed. It is not intended nor should it be interpreted as an exhaustive list of all duties, skills, and responsibilities. This job description is to provide you an understanding of where you can begin to grow and develop with our supportive team.