

Job Description – Summary

Job Title	Optical Assistant
Reports to	Mark and Julie Gibson
Location	1 Market Place, Garstang, Preston PR3 1ZA
Brief Description	To provide a high level of service to patients and maintain an efficiently run practice
Duties and Responsibilities	<ol style="list-style-type: none"> 1. First point of contact for patients and customers 2. Provide support for professional staff with dispensing assistance and pre- and post- examination screening 3. Carry out dispensing, adjustments and repairs to spectacles 4. Assist contact lens supply and fitting 5. Keep accurate, comprehensive and up-to-date clerical records 6. Keep accurate and up-to-date financial records of day-to-day transactions 7. Liaise with suppliers 8. Maintain adequate stock levels 9. Arrange product displays 10. Maintain a safe, clean and tidy working environment
Hours of Work	9.00 am to 5.30 pm, 2 to 3 days per week. Occasional holiday cover for other staff
Salary and Benefits	£12.21 per hour negotiable based on experience Four weeks holiday per year plus bank holidays Discount on spectacles after 6 months service

Duties and Responsibilities - Detail

First point of contact for patients and customers	Polite, courteous and efficient manner required at all times Greeting patients in person and over telephone Making telephone calls to patients
Provide support for professional staff with pre- and post- examination screening	Carry out pre- and post- examination screening including OCT scans and Visual Fields tests using equipment provided

Carry out dispensing, adjustments and repairs to spectacles	Independent dispensing of single vision, bifocal and progressive power lenses in consultation with Optometrists and Dispensing Opticians Ensure patients are seen in order Make contact with patients at request of Optometrist or Dispensing Optician
Assist contact lens supply and fitting	Manage contact lens orders Advise and instruct patients with contact lens insertion and removal
Keep accurate, comprehensive and up-to-date clerical records	Preparation of all forms for sight testing and dispensing. Maintaining patient record cards with all required information Completing management information records as required
Keep accurate and up-to-date financial records of day-to-day transactions	Keeping till balanced Reconciling receipts to Daily Cash Sheet Banking of takings
Liase with suppliers	Liase with suppliers to order products or supplies. Keep patients informed of progress of any orders placed, and actively monitor order progress to ensure timely arrival Chase overdue orders
Maintain adequate stock levels	Keep a regular check of all stock items Maintain adequate stock of required stationery
Arrange Product displays	Produce imaginative and varied displays within the practice sales area and in the window
Maintain a safe, clean and tidy working environment	Act responsibly to ensure safe working practices are adhered to Ensure practice is kept clean and tidy at all times

Personal Qualities Required

Qualifications and Experience	Good English Language and Mathematics skills. Experience of shop / reception / office-based work useful Previous experience in an optical position would be an advantage but not essential, as training will be given
Personal Qualities	Able to communicate clearly and effectively face to face and via telephone, in a calm and pleasant manner Clean and smart appearance Ability to cope under pressure Flexibility to work as an integral and central part of a team, and also without supervision and using own initiative Self-motivated Reliable and honest.