

OPTOMETRIC ASSISTANT

FLSA Status: Nonexempt

Job Summary: The Optometric Assistant assists the attending optometrist with providing exceptional care to patients. The Optometric Assistant provides the highest level of servicing to our customers, and maintains the daily operations of the office.

Duties and Responsibilities: Under the guidance of the attending optometrist or office manager, assist with activities including but not limited to the following:

- Answer phone calls and greet patients
- Pre-screen patients before they see the optometrist, including the administration of diagnostic tests on patients
- Educate patients on their insurance coverage and benefits
- Participate in all phases of selecting and dispensing eyewear for patients
- Train patients on proper contact lens use and care
- Obtain insurance authorizations and verification of benefits
- Accurately post charges for exam fees, co-pays, and products sold
- Schedule appointments
- Adjust and repair frames for patients
- Vendor management
- Other duties as assigned

Minimum Qualifications:

- High school diploma or equivalent
- Proficient in the use of Microsoft office applications such as Word
- Excellent verbal and written communication skills
- Strong multi-tasking and time management skills
- Strong problem solving skills
- Ability to do basic math
- Team player with good interpersonal and listening skills
- Availability to work half days on Saturdays
- Must be flexible to accommodate schedule change(s) on short notice to fulfill business needs, including working the occasional overtime.

Preferred Qualifications:

- Associate's degree or equivalent
- Six (6) months of experience in a medical or optometric office environment
- Six (6) months of customer service experience
- Working experience with OfficeMate software