# ISSUED November, 1983

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# SUPERSEDES Optician (Contact Lens)

# TITLE Optician II CLASSIFICATION GRADE 06

# SPECIALTY GRADE 47

### BASIC FUNCTION AND RESPONSIBILITY

Provide all services associated with a retail optical dispensary including but not limited to: educating customers to the proper fit and adjustment to lenses, sales, inventory control and product promotion.

#### CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Customer Sales:

* Assist customers in determining the best possible eyewear solution that is responsive to each customer's needs.
* Handle customer relations.
* Enter all sales data completely and accurately in to point-of-sale terminal.
* Maintain the optical dispensary’s cleanliness and appearance for display of goods and equipment.
* Maintain smooth customer flow during hours of operation.
* Monitor wait time for service and for goods ordered - keeping customers informed on what we are doing to resolve any problems.
* Provide direct customer sales.

Clinical Care:

* Measure pupillary distance in order to correctly center lenses.
* Perform lensometry in order to confirm prescription, duplicate present glasses, verify prism and bifocal corrections.
* Assist in selection of spectacle frames and lenses.
* Answer telephone inquiries from customers regarding prescription eyewear.
* Use lens clock to confirm that the base curve is correctly prescribed.
* Fit, confirm, adjust, repair and dispense eyewear.
* Maintain technical competency by participating in continuing education for technical, merchandising and sales.

Inventory Control and Product Promotion:

* Order and stock supplies as needed according to guidelines and as approved by the optical dispensary manager.
* Select and promote products to customers.

Education/Teaching:

* Act as a resource/consultant for customers.
* Educate consumers on proper fit and use of new lenses during adjustment phase including what to expect from their lenses.
* Provide faculty, residents and fellows with information on optical products that are available.
* Assist in teaching ophthalmic optics to the residents/fellows.

Maintain effective working relationships with faculty, staff, students and the public.

*In addition to the duties and responsibilities noted above, the position description must include statements from*[*UI Health Care Core Values (WECARE)*](https://uihc.org/mission-vision-and-core-values)*for Health Care positions or*[*Universal Competencies*](https://hr.uiowa.edu/careers/competencies/universal-competencies)*for all other positions.*

SUPERVISION RECEIVED

Supervision is received from the optical dispensary manager, faculty director or other designated officials.

##### SUPERVISION EXERCISED

Functional supervision is exercised over residents, fellows and support staff.

#### QUALIFICATIONS

A Bachelor's degree in an appropriate discipline or an equivalent combination of education and experience is required.

Reasonable (1-3 years) experience as a full service optician is required.

Certification from the American Board of Opticianry is required.

Excellent written and verbal communication skills are required.

Basic computer skills are required.

Experience in accounting, reconciliation of budget statements, preparation of statistical and progress reports and inventory control is desirable.