# ISSUED December, 2008

**REVISED**

# SUPERSEDES

# TITLE Optician I CLASSIFICATION GRADE 04

# SPECIALTY GRADE 24

### BASIC FUNCTION AND RESPONSIBILITY

Provide all services associated with a retail optical dispensary.

#### CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Customer Sales:

* Provide direct customer sales.
* Enter all sales data completely and accurately into 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 best possible eyewear solution that is responsive to each customer's needs.
* Handle customer relations.

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:

* Maintain the optical dispensary’s database.
* 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.

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

None.

#### QUALIFICATIONS

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

Some (6 months – 1 year) experience as a full service optician is required.

Basic computer skills are required.

Excellent written and verbal communication skills are required.