

Midline Vision

Job Description: Assistant Store Manager

In the eye care industry, an Assistant Store Manager is responsible for helping the Store Manager oversee all facets of the office's operation, including but not limited to the daily operation of a retail area including personnel management, budgetary controls, and inventory controls while maintaining the highest level of customer service. They are also heavily involved in day-to-day operations, with a focus on patient care and sales both in person, over the phone, and on the computer. Ensuring our patients have the best experience is our top priority. The assistant store manager coaches behaviors in the team that foster patient retention and promote outstanding patient/doctor satisfaction.

Candidates with prior experience in other medical fields (outpatient clinic workers, those in the dental or chiropractic industries, etc.) or those with some retail experience tend to excel in this type of role. This full-time position requires independent problem-solving, a positive attitude, and solid technology skills.

MAJOR DUTIES & RESPONSIBILITIES:

- Drives sales by merchandising the store according to company standards, ensuring accurate and competitive pricing, and managing in-stock inventory levels; and budgeting and forecasting sales.
- Oversees the implementation of and participates in community outreach programs, and encourages associates to serve as good members of the community.
- Develop professional business relationships with other associates and doctors.
- Participate in hiring, talent development, and training efforts.
- Ensure high quality patient experiences through exam pre-testing, optical sales, and conversations about insurance and billing.
- Drive profitable store sales by fostering a retail selling culture by practicing and coaching effective retail sales skills.
- Follow HIPAA compliance regulations.

BENEFITS:

We offer paid time off, professional development assistance, a retirement plan with generous employer match, as well as employee discounts on vision care, glasses, and contact lenses.

EDUCATION:

High school diploma or equivalent, and experience typically achieved with a minimum of 1-2 years in a retail or healthcare environment.

WORK REQUIREMENTS:

- Ability to communicate verbally in written format at a high school graduate level.
- Able to sit or stand for extended periods of time, and to lift 10 to 20 pounds.
- Ability to see (Near, Distance, Color, and Depth Perception).
- Manual and finger dexterity, as well as hand/arm steadiness.
- Ability to grip and hold items.
- Able to operate a cash register, various optical equipment, office equipment, and tools.

The company will make every effort to make reasonable accommodations upon request to enable qualified individuals with known disabilities to perform the essential functions of their job.