

Midline Vision

Job Description: Optical Customer Service Associate

In the eye care industry, Optical Customer Service Associates are commonly known as Optometric Technicians or Opticians. They assist the optometrists with several aspects of patient care and perform an essential sales function within the company. They pre-test patients before their eye exams, complete glasses and medication prescriptions, schedule appointments, educate patients about their contact lenses or glasses, and more. Their duties include the use of computerized medical office software, administrative office procedures, insurance processing, billing, and transcription of medical reports.

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 position requires independent problem-solving, a positive attitude, and solid technology skills.

MAJOR DUTIES & RESPONSIBILITIES:

- Pre-screen patients before an eye exam, using medical equipment and software.
- Receive and make patient phone calls, complete paperwork, and schedule appointments.
- Record billing information of the exam for proper financial processing.
- Escort patients to patient reception area if needed; may be required to assist patients with walking, by pushing wheelchairs, lifting and transferring.
- Develop professional business relationships with other associates and doctors.
- Prepare exam rooms for efficient and complete care.
- Use a consultative sales process to help patients find the right materials for their vision needs based on the prescription and recommendation of the optometrist.
- 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.