

## **Midline Vision**

Job Description: Store Manager - Optical

Our growing team needs a full-time Store Manager to help us deliver a great patient experience in our eye care center in the Madison area. If you're looking for a role in healthcare with a family-owned company that allows you to develop yourself and others, this could be the perfect role for you!

A Store Manager is responsible for managing all facets of the retail store operation and our patient care activities while maintaining the highest level of customer service. The Store Manager leads by example and coaches behaviors in the team that foster patient retention and promote outstanding patient/doctor satisfaction. The best candidate will be excited about helping the business grow, fostering an ongoing relationship with patients, guiding employee / team development, and coaching sales behaviors and patient care techniques.

This role requires a working knowledge of vision and medical insurance plans, strong computer and technical skills, and a proactive, problem-solving mentality. This role's primary work location will be at our Pearle Vision office in Fitchburg. The Store Manager may grow into additional management responsibility for our clinic locations inside Target Optical in east Madison and at Hilldale.

### **MAJOR DUTIES & RESPONSIBILITIES:**

- Drives sales by merchandising the store according to company standards, ensuring accurate and competitive pricing, and managing in-stock inventory levels; budgeting and forecasting sales; and assessing economic trends and community needs.
- Present and implement decisive and creative solutions to opportunities to grow the business.
- Drive a positive, solution-focused culture within the team.
- Work quickly and effectively with medical equipment, software, and insurance systems.
- 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.
- 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.

### **FULL JOB DESCRIPTION:**

Available online at [midlinevision.com/careers](https://midlinevision.com/careers).