

Optician – Contact Lens Specialist

Job Summary:

The contact lens specialist will provide comprehensive contact lens services to patients, working from the prescriptions written by optometrists and ophthalmologists, including fitting, education, and ongoing support while maintaining high standards of patient care and operational efficiency. The position will also exemplify our mission statement: “Serving the people, communities and physicians in northern Michigan with unsurpassed medical and surgical eye care in an environment of kindness and dignity.”

Supervisory Responsibilities:

None

Essential Job Duties:

As a contact lens specialist, you will:

- Have a strong commitment to customer care
- Interpret the results of eye examinations, using prescriptions written by Optometrists or Ophthalmologists
- Conduct initial contact lens consultations and assessments
- Provide comprehensive education on proper contact lens insertion, removal, cleaning, and handling techniques
- Demonstrate proper lens care procedures and troubleshoot patient concerns
- Conduct follow-up appointments to ensure patient comfort and satisfaction
- Maintain detailed patient records and documentation
- Assist with contact lens fitting procedures under supervision
- Evaluate lens fit and comfort with patients
- Recommend appropriate contact lens types based on patient prescription and lifestyle needs
- Verify lens parameters and ensure proper dispensing protocols
- Coordinate with optometrist/ophthalmologist regarding complex fitting cases
- Maintain accurate inventory of contact lens supplies and trial lenses
- Process contact lens orders from various manufacturers
- Track product expiration dates and manage stock rotation
- Handle insurance billing and verification for contact lens services
- Schedule patient appointments and manage follow-up care

- Process payments and maintain accurate financial records
- Maintain organized and clean work environment
- Perform other tasks and duties as assigned
- Ensure regular, punctual attendance and minimize unscheduled absences
- **Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions**

Qualifications:

- High School diploma or equivalent required
- Previous customer service or healthcare experience preferred
- On-the-job training provided for contact lens specific procedures

Requirements:

- Excellent verbal and written communication skills
- Strong attention to detail and accuracy in documentation
- Exceptional organizational and multitasking abilities
- Professional demeanor and customer service orientation
- Basic computer proficiency and ability to learn new software systems
- Ability to work effectively in a team environment

Physical Requirements/Working Conditions:

- Excellent visual acuity for close and detail work
- Ability to stand for extended periods
- Fine motor skills for contact lens handling
- Clear vision (corrected or uncorrected) for detailed work
- Must be able to lift up to 15 pounds at times
- Comfortable working in close proximity to patients
- **These functions may be performed with or without reasonable accommodation**

Professional Behavior:

- Professional manner in work setting.
- Neat, well groomed, follows dress code.