

JOB DESCRIPTION

Job Title: **DISPENSING OPTICIAN**

Location:

Reports to: **Branch Manager**

Date: **January 2021**

JOB PURPOSE:

- To assist the branch teams in running an efficient and profitable retail optical outlet whilst delivering and promoting the highest levels of customer care and service.
- To accurately, efficiently and profitably dispense spectacles
- To actively assist the branch team in developing, delivering and promoting strategies within the practice to increase efficiency and profitability
- To be fully conversant with and effectively perform all aspects of practice administration, where appropriate and as directed by the Branch Manager.
- To deliver and promote the highest standards of customer care and service

PRINCIPLE DUTIES AND RESPONSIBILITIES:

- Dispensing spectacles to current prescriptions
- Checking orders to suppliers and workshops before processing, to ensure accuracy and avoid errors
- Progressing orders to ensure efficient delivery times and avoid delays to customer
- Informing customers of delays in supply and of products ready for collection
- Adjusting customer's spectacles to fit, receiving, recording and receipting payment and marking job collected on customers OPTIX record
- Checking shipments of goods against purchase orders, entering goods into OPTIX stock records, pricing goods and putting into display stock where appropriate
- Ensuring that supplies are accurate against the last prescription, checking that customer has had required check-ups, checking that customers direct debit is live and processing order for supply where appropriate
- Assisting in checking that all goods received are appropriately charged for by suppliers, before passing invoices for payment
- Ensuring that all goods returned to suppliers for credit are recorded and tracked
- Ensuring that reminders are followed up and patients are contacted as appropriate.
- Assisting in ensuring that displays are kept appropriately stocked and clean
- Cashing up at the end of days trading or assisting others in fulfilling this task
- Contributing to the efficient use of clinic time and being capable of preparing clinic paperwork
- Assist other members of the practice team as required, including supervision, coaching and training of others
- Assisting the Branch Manager in tracking and monitoring branch performance, actively develop and promote strategies within the practice to increase branch performance
- Maintain high standards at all times of personal appearance, timekeeping, attendance and respect of company property
- Operate in line with company policies, procedures and current legislation at all times

Key Attributes:

- Motivated and focused on achieving own goals.
- Confident about working within a team.
- Commercially aware, and happy to offer the customer what they need.
- Dedicated to exemplary patient service to ensure patient satisfaction.
- Excellent communication skills, with empathy and patience.
- Desire to do, see and enjoy a job well done.