



## JOB INFORMATION

<i>Job Code:</i>	187442
<i>Job Title:</i>	Optician Lead
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	Leads one or more employees performing similar work.; May oversee student, temporary and/or resource workers.
<i>Job Family:</i>	Ophthalmology
<i>Job Family Group:</i>	Ophthalmology 1
<i>Management Level:</i>	7 Individual Contributor

## JOB SUMMARY

The Optician Lead is responsible for communicating with optometrists to manage efficient clinic flow, understanding and processing billing, tracking inventory and sales, and developing creative strategies to ensure best care, maximized sales, and profit margins are achieved in the clinic and optical shop. This position has shared responsibilities to those of the opticians, including selecting the most appropriate eyeglasses for patients as prescribed by an optometrist or ophthalmologist, obtaining eye measurements, assisting with scheduling patients, and determining eligibility with various insurances (including the in-house USC Roski Eye Institute vision plans).

## JOB QUALIFICATIONS:

### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		High school or equivalent	
	X	Associate's degree	in related field(s)
	X	Bachelor's degree	in related field(s)

### Additional Education

**Check here if experience may substitute for some of the above education.**

Combined experience/education as substitute for minimum education

### Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		3 years	
X		5 years	of on-the-job management training, or apprenticeship.
	X	2 years	of experience as USC Roski Eye Institute Optometry Service staff member.

### Additional Work Experience

**Check here if education may substitute for some of the above work experience.**

Combined experience/education as substitute for minimum work experience

**Knowledge, Skills and Abilities**

Req	Pref	Functional Skills

**Licenses**

Req	Pref	License(s)
X		California state licensure and/or American Board of Optician (ABO) certification.

**Certifications**

Req	Pref	Select Certifications	Enter Additional Certifications
X			California state licensure
	X		National Contact Lens Examiners (NCLE) certification
	X		American Board of Optician (ABO) certification

**Other Job Factors**

- Must be flexible with changes in schedule and location of care, to ensure best results for the team.

**JOB ACCOUNTABILITIES**

	% Time	Essential	Marginal	N/A
Oversees all optical practices including monitoring glasses and contact lens orders, meeting with sales consultants for ophthalmic frame and contact lens inventory, and attends meetings to keep up-to-date with new technology, fashion, and trends.				
Ensures lab is in full working order, including functional instruments and prepared supplies. Communicates with all locations to ensure all equipment is running. Assists in-office lab in cutting, edging and finishing orders when necessary.				
Ensures there is adequate staff coverage for in-office lab duties and that all orders are completed accurately and in a timely fashion. Trains and assists new hires and other staff, as needed. Organizes and attends regularly scheduled meetings to ensure the optometrists and administrators are kept up-to-date and aware of all happenings at the clinic and with the team.				
Collaborates with optometrists to achieve optical sales goals and encourages staff on techniques and strategies to achieve those goals. Lead with marketing to promote optical offices and optometry services. Organizes special events to publicize optometry and optical services, including exclusive eyewear events, staff appreciation week, and student orientations.				
Provides counsel and suggestions to patients on frame shapes, styles, and colors; lens materials and thicknesses; and special lens coatings such as anti-glare and anti-scratch. Troubleshoots problems with patient vision and frame fit, and handles all complaints and challenging patient cases.				
Responsible for maintaining inventory control of frames, contact lenses and other eye care products. Ensures that inventory is accounted for and constantly replenished.				
Responsible for using precision equipment to measure various eye features, including patient’s bridge and eye size, temple length, vertex distance, pupillary distance, segment height, and optical centers of eyes.				
Prepares work orders and instructions for grinding lenses and fabricating eyeglasses. Communicates with lab to process difficult orders.				
Understands billing processes and daily cash accounting. Responsible for verifying daily collections and reviewing daily goals with staff. Works with other opticians and Optician Lead to ensure all insurance authorizations are completed for the following clinic day.				
Trains staff on functionalities of electronic medical record (EMR) systems, with complete comprehension of EyeMD and how FlexOptical works in coordination with it.				

## JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Understands and oversees authorizations and claim submissions for USC Roski Eye Institute Vision Plan(s).				
Instructs patients on how to apply and remove contacts lenses, and educates and assists them regarding contact lens hygiene and care.				
Manages schedules for all opticians and optical staff for all locations (up to seven days a week) to ensure sufficient staffing at each location during staff vacation/sick leave/etc. Manages lunch and break schedules. Also coordinates with optometrists for special events, time-off for meetings, when to close clinics, etc.				
Responsible for all opening and closing procedures that will ensure safety, health, esthetics and sale for optical and optometry clinic. Trains staff on opening and closing procedures and ensures they are completed.				

## Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			No

## ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the

existing at-will employment relationship between the university and the employee occupying the position.