Job Description

Job Title:	Optician
Department:	Waterloo Eye Institute (WEI)
Reports To:	Optical Services Manager
Jobs Reporting:	None
Salary Grade:	USG 8
Effective Date:	May 2023

Primary Purpose

The Optician reports to the Optical Services Manager and is responsible for assisting in the operations of Optical Services at The University of Waterloo, School of Optometry and Vision Science and Health Sciences Optometry Clinic. The Optician requires a thorough knowledge of all aspects of ordering, fabrication and dispensing of prescribed ophthalmic appliances. The incumbent must hold and maintain a current Optician license in Ontario.

Optical Services within the School of Optometry consists of two primary activities providing educational and clinical services; the Ophthalmic Optics Laboratory and the Optical Services Dispensary. Optical Services is one of several clinic areas within the School of Optometry & Vision Science that provide public patient services as a part of the undergraduate optometry program. The public clinic functions as a retail operation collecting fees for services and products.

The Optician is responsible for all aspects of the dispensing of prescribed ophthalmic appliances related to the profession of opticians, for supervising interns and assisting faculty and staff within the Optical Services area. These activities include, but are not limited to, the design, fitting, ordering, adjustment, verification, and repair of spectacles and other ophthalmic appliances.

Key Accountabilities

Intern Supervision
- Clinical instruction and evaluation of interns in Optical Services
- Verify measurements, frame choice and adjustments
- Review and confirm all Visual Eyes system entries and sign files when complete
- Provide support to interns as needed with aniseikonic and lens demonstration software and new technology
- Conduct orientation for new interns

Dispensing Duties
- Verify work orders checking for accuracy and completeness
- Process returns for warranty work and process complimentary orders
- Ensure that ample spectacle options are available for patients, (low vision needs, external dispensing, up-to-date frame styles)
- Offer external dispensing services to local long term care facilities, recommending spectacles, repairing and adjusting glasses as required.

Technical Services
- Conducts expert edging services to accommodate a one-hour service when patients are using existing frames

- Troubleshoot/problem solve vision difficulties with patients new or existing glasses; follow up by making a referral (if required) to the appropriate clinic area in regards to solving their chief complaint
- Assist with frame and lens repairs

Administrative Duties

- Delegate and perform clinic upkeep duties
- Manage frame boards
- Prepare and review lens quotes
- Recommend, dispense and repair eyewear
- Communicate with new and existing patients either in person or on the phone regarding questions pertaining to their eyewear and new products available
- Update price lists
- Deliver shipments to other areas of the building as required

Classroom Instruction

- Provide and delivers lectures on relevant dispensing skills and concepts
- Meet and discuss latest lens technologies with optical company representatives to ensure and promote the use of contemporary technologies

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Ontario Optician's License required

Experience

- 5-7 years of optical experience required, preferably in an academic environment
- Ability to manage multiple projects and responsibilities and to prioritize is critical
- Previous experience with in an electronic medical record system is required

Knowledge/Skills/Abilities

- Good understanding of Microsoft Office (Word, Excel and Powerpoint)
- Good knowledge and understanding of an Electronic Medical Record System (EMR), preferably Visual Eyes
- Solid understanding of all ophthalmic instruments and equipment required
- Ability to communicate, both orally and in a written format, information at all levels of the organization is essential
- Tact, judgement and diplomacy are essential

Nature and Scope

- **Contacts:** The incumbent will have consistent interaction with students, patients, faculty, staff and suppliers. Confidentiality is essential and the incumbent must be able to perform all tasks with tact and diplomacy.
- **Level of Responsibility:** The incumbent will perform assigned job tasks with minimal supervision. They are responsible to ensure that all assigned tasks are completed on time and with a high level of accuracy.
- **Decision-Making Authority:** Must be confident in making sound recommendations for patients and/or students pertaining to frame selections and lens choices.

- **Physical and Sensory Demands**: The demands are similar to those in a retail environment; standing for long periods. Some moderate lifting may be required.
- **Working Environment:** The Waterloo Eye Institute (main) is located on the north campus; the Health Sciences Optometry Clinic (satellite) is located at King and Victoria St., Kitchener. The Clinic is open Monday to Saturday from 7:30 a.m. until 9:00 p.m. Hours are subject to change, and employees are expected to accept work assignments within the timeframes when the clinic is operating. Normally rotations will be organized, but from time to time it may be necessary for clinic management to assign alternate hours. Specific duties of the position may change according to clinic needs**.**