Job Description

Job Title:	Optical Services (OS) Manager
Department:	Waterloo Eye Institute (WEI)
Reports To:	Clinic Director, School of Optometry and Vision Science
Jobs Reporting:	Opticians Optical Services Account Manager
Salary Grade:	USG 10
Effective Date:	February 2023

Primary Purpose

The Optical Services Manager is responsible for leading and managing the mission and operations of Optical Services at the Waterloo Eye Institute, University of Waterloo. The manager reports to the Clinic Director, and will also collaborate with the Clinic Operations Managers, the Policy and Development Officer, the Clinic Financial Manager, and the Administrative and Financial Officers.

Key Accountabilities

Human Resources Administration

- In conjunction with the Clinic Director, provide guidance on human resources such as:
  - Recruit new staff for Optical Services (Opticians and/or Optical Services Account Manager)
  - Provide monthly work schedules to ensure that all shifts are adequately covered and equitably distributed
  - Monitor workflow and assess performance of all OS staff, providing periodic feedback
  - Solicit feedback, write-up, and deliver staff performance appraisals in consultation with Clinic Director
  - Develop and monitor performance improvement plans when required
- Responsible to ensure that all accidents are reported and paperwork completed and sent to the Safety Office for filing
- In consultation with the Clinic Policy and Development Officer, inform the School's Safety Coordinator of all safety violations

Administrative Duties

- Liaise with vendors (frames and lenses) to negotiate appropriate pricing and terms
- Manage frame boards and inventory to optimize patient experience and net profit
- Responsible for Optical Services patient experience – feedback, complaints resolution, and outreach
- Financial management of OS: authorize payments for suppliers from Optical Services, Contact Lens and the HSOC Optical; production; revenue and expenses; annual budget planning.
- Active member of the Clinic Committee team to promote integration of patient care services
- Continual process improvement to support the need of patients, students, and the WEI

Optician Duties/Intern Supervision

- Clinical instruction and evaluation of interns in Optical Services
  - Expose students to contemporary techniques and technologies in frame selection, repair and spectacle fabrication

- Provide support to interns as needed with advanced techniques (e.g. aniseikonic and lens demonstration), software and new technology
- Conduct orientation for new interns

- Review and confirm all Visual Eyes system entries and sign files when complete
  - Verify measurements, frame choice and adjustments
  - Verify work orders checking for accuracy and completeness
- Provide same day edging services
- Troubleshoot/problem solve vision difficulties with patients new or existing glasses; follow up by making a referral (if required) to the appropriate clinic area to solve their chief complaint
- Carry out frame and lens repairs

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

- University degree or equivalent education and experience required
- Ontario Optician's License required

Experience

- 5-7 years of optical experience required, preferably in an academic environment
- 5+ years of supervisory experience required
- 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

- Solid understanding of policies and procedures relating to staff (policy, 5, 6, 18, and 36)
- 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

Nature and Scope

- **Contacts:** The Optical Services Manager will have consistent interaction with students, patients, faculty, staff and suppliers. The incumbent will also work closely with Human Resources and Central

Stores. Confidentiality is essential and the incumbent must be able to perform all tasks with tact and diplomacy.

- **Level of Responsibility:** The Optical Services Manager is one of the senior staff positions within the School.
- **Decision-Making Authority:** Has signing authority on all optical services accounts. Decision making authority is consistent with the accountabilities set out for the position as one of the senior staff positions in the School.
- **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**.**