Job Title:	Optical Services Administrative Assistant
Department:	Optical Services, Waterloo Eye Institute (WEI)
Reports To:	Optical Services Manager, Optical Services
Jobs Reporting:	None
Salary Grade:	USG 4
Effective Date:	October 2021

Primary Purpose

The Optical Services (OS) Administrative Assistant (AA) manages the product inventory in OS and provides administrative support to the area.

This position is a .657 FTE permanent position.

Key Accountabilities

Inventory Management

- Manages frame inventory for both the main campus and Health Sciences Optometry Clinic (HSOC)
- Documents the inventory in Optical Services (OS)
- Receives products and inputs prices into the Electronic Medical Record (EMR) inventory control system
- Ensures quality by inspecting goods received for shortages, damage, etc. and resolves issues when necessary
- Produces product information cards or tags inventory with product codes and price for display in dispensary
- Undertakes regular visual checks of inventory as well as periodic formal tracking and reconciliation
- Gathers recalled items, removes from inventory system and returns to vendors
- Tracks high and low turnover products to ensure ideal product mix
- Provides documentation to the Financial Manager as required
- Documents occurrences of loss
- Maintains virtual and physical invoice filing storage
- Participates in routine inventory counts and reviews

Relationship Management

- Maintains Optical Services' relationships with frame vendors with particular consideration to consignment vendors who are strategic partners
- Schedules appointments with vendors and provides administrative support during the meetings
- Meets with vendors to review orders and to ensure an accurate exchange of product
- Interacts with both students and patients as required in support of the WEI's dual mandate to provide optometric education and patient care

Administrative Management

- Updates OS lens catalogue, other products and the Contact lens Myopia Control Clinic's catalogue in the EMR as needed

- Monitors Optical Services email account and general voicemail mailbox
- Updates and maintains account price lists for products and services
- Maintains vendor lists and catalogue data spreadsheets
- Assembles student schedules and list of responsibilities with consideration to clinical training requirements and ensuring optimal patient flow/service in the dispensary
- Coordinates the request to replenish office supplies for OS
- Schedules term staff meetings/books rooms/sets agenda and takes minutes as required
- Supports OS Manager in undertaking background/research/planning for reports and presentations
- Assists in OS daily routine, orders patient frames, receives incoming product and enters data in EMR; ships products to lab
- Performs other duties as may be assigned by OS Manager

**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 College diploma in business administration preferred or equivalent education and experience

Experience
- 2+ years of administrative experience is required
- Prior experience working with inventory control is an asset
- Prior experience working in an optical dispensary environment is an asset
- Ability to manage multiple projects and responsibilities in a demanding environment is required.
- Previous experience with an electronic medical record system is an asset

Knowledge/Skills/Abilities
- Solid understanding of Microsoft office required (with an emphasis on Excel)
- Knowledge of inventory/purchasing best practices and related skills would be an asset.
- Excellent organizational skills and the ability to multi-task is essential.
- Ability to communicate, both orally and in a written format, information at all levels of the organization is essential.

Nature and Scope

- **Contacts:** The incumbent will need to work closely with the Optical Services Manager and the Opticians to ensure the proper stocking and ordering of frames and lenses. In addition, the incumbent will also interact with sales representatives from various optical companies, as well as with students and patients from time to time.
- **Level of Responsibility:** The incumbent is responsible to provide administrative support to the Optical Services Manager in all areas pertaining to the overall operation of the School's Dispensary.

- **Decision-Making Authority:** The incumbent must be able to work independently with minimal supervision and/or direction from either the Opticians and/or the Optical Services Manager
- **Physical and Sensory Demands**: Minimal demands typical of a position operating within an office environment.
- **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 8:30 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**.**