Date: May 2016
Reports to (Job Title): Financial Manager/System Administrator
Jobs Reporting (Job Titles): Optometric Assistant
Location: Health Services Campus, Kitchener
Grade: USG 5
35 hr/wk  Contingent Upon Funding

Primary Purpose

The School of Optometry and Vision Science provides a clinical facility for the education of Optometry undergraduates and graduates at the University of Waterloo. In addition, it provides a comprehensive optometric service to the general public through in-house patient care and to special populations in the immediate region, in the province of Ontario, across Canada and in the Third World. Approximately one hundred and twenty third and fourth year students are rotated through the various areas of the Clinic, including the satellite clinic, each academic year with approximately 20,000 patients seen annually. This number has increased with the addition of the satellite clinic. The Optometric Assistant position exists to manage all dispensary needs of the satellite location. S/he must be sensitive to the needs of the clinic students and patients and ensure that the clinic functions smoothly at all times. The Optometric Assistant will coordinate his/her activities with those of the main Optometry Clinic including the clinic staff, Optical Services laboratory, file manager and cashiers.

Key Accountabilities:

The Optometric Assistant will provide a broad range of optical and practice service support. The Optometric Assistant will offer expertise in the dispensary areas of frame selection, lens design, edging measurement and fabrication, frame purchasing, contact lens fittings and inventory management as well as adjustments, repairs, payments. Typical duties include: pretesting (autorefractor, lensometry, non-contact tonometry, retinal photography, visual field testing), contact lens teaching, reception and administrative duties.

- Provide guidance and support to the Optometry interns and the supervising clinicians at the Health Sciences Campus. This includes maintaining the clinic Policy and Procedures Manual
- Providing patient care and ensuring the smooth operation of the clinic and all of its administrative needs
- Working with on-site dispensary needs and maintain all inventory at the satellite clinic including ophthalmic frames and accessories, therapeutics, samples and clinic supplies
- Invoicing and collection of accounts receivable of the satellite clinic’s diverse third-party billings
- Managing the clinic’s cash flow including reconciling daily receipts and preparing monthly deposits in accordance with the cash-handling policies and procedures of the Optometry Clinic and the University of Waterloo
- Overseeing referral management and triaging patients appropriately
- Collecting and maintaining clinic statistics including revenue reports
- Collaborating with the Centre for Family Medicine and the Michael G. DeGroote McMaster School of Medicine on special events and coordinated learning activities
- Provide back up support to the Clinic Receptionist.
- Act as the building Evacuation Coordinator for the satellite clinic and a member of the Joint Health and Safety Committee.

**Position Requirements**

**Education:**

Certified Optometric Assistant.

**Experience:**

The incumbent must have previous work experience in a health care and education environment. Previous ophthalmic experience and a strong working knowledge of ocular/medical terminology are required.

**Technical Experience**

Knowledge of the electronic medical record, and computerized appointment booking/cash handling system is mandatory. Experience with several other programs, such as Microsoft Word, Excel, and Powerpoint is a definite asset. In addition, a firm knowledge of optometric laboratory/optician skills and diagnostic testing equipment are required. The ability to communicate in a foreign language(s) is an asset.

**Technical:**

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**Nature and Scope**

**Interpersonal Skills:**

The incumbent must have strong written and oral communication skills and be able to work independently and as part of a team. Frequent interaction with the main clinic, as well as
collaboration with several other organizations/learning institutions such as the Centre for Family Medicine and the McMaster School of Medicine is conventional. Exceptional customer service skills are crucial in daily transactions of the clinic as patient care is a priority concern. Ability to handle and resolve complex patients and situations as required. Cultural sensitivity is also necessary in connection with the many refugee patients seen at the satellite clinic.

**Level of Responsibility:**

This role requires that the incumbent along with the Optometric Clinic Receptionist to provide functional direction to interns and clinicians.

**Decision-Making Authority:**

The Optometric Assistant is responsible for performing all administrative duties independently but in consultation with the Clinic Head, Financial Manager/System Administrator, Clinic Administrator or Clinic Director as may be required.

**Physical and Sensory Demands:**

A strong work ethic, attention to detail and the ability to perform in a fast-paced and varied environment are necessary in this role. In the absence of the Optometric Clinical Receptionist due to vacation and/or illness, some overtime may be required. The clinic operates daily during the week, with evening and Saturday clinics as required.

**Working Environment:**

The Health Sciences Optometry Clinic is an office in an off-campus, urban environment in downtown Kitchener, co-located with the Centre for Family Medicine and the McMaster School of Medicine.