

## Job Description



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<b>Job Title:</b>	Optician/Laboratory Instructor
<b>Department:</b>	Waterloo Eye Institute (WEI)
<b>Reports To:</b>	Optical Services Manager (Primary) Associate Director, Academics
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 8
<b>Effective Date:</b>	April 2021

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### **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 Optician must hold and maintain a current Optician license in Ontario.

Optical Services within the School of Optometry consists of two primary activities: providing education, and providing clinical services. Optical Services is one of several clinic areas within the School of Optometry & Vision Science that provide public patient services; these services are clinical education encounters for the students that form part of the optometry program. The public clinic functions as a retail operation collecting fees for services and products. The optical services patient care is provided in the Optical Services Dispensary at the School of Optometry, and at other clinics within the School's network of clinics.

The educational portion of the role involves supervision of students providing clinical care, and laboratory teaching (with some classroom teaching) in the Ophthalmic Optics courses of the optometry program. The split between clinical care and lab/classroom teaching is approximately 60%/40% across the academic year.

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 of the UW clinics
- 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**

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- 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**

- Planning and teaching of relevant dispensing skills and concepts within the Ophthalmic Optics laboratory/classroom in accordance with the curriculum
- Appropriate assessment of relevant dispensing skills and concepts for the purpose of determining academic progression in the optometry program
- 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

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- 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 6:00 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.