



Charles River Community Health

LICENSED OPTICIAN – FLEXIBLE PART TIME HOURS

CLASSIFICATION/STATUS: Exempt, Part Time, Permanent

Immediate Supervisor: Associate Director of Clinical Operations

Supervisory Responsibilities: None

WHO YOU ARE: YOUR ROLE & IMPACT

As part of a dynamic team at Charles River Community Health (CRCH), a healthcare practice providing comprehensive and compassionate care to underserved local communities, you will have the opportunity to provide exceptional customer experience in this exciting role. CRCH is currently in search of a detail-oriented and energetic **Licensed Optician** for our Brighton facility. He or she will ensure that the Optical Shop meets established operational efficiencies, customer care goals, remains fiscally responsible, and provides excellent support to enhance patient care while promoting quality performance!

The **CRCH Licensed Optician** will be a team player, a positive agent of change, and will act as an innovator to help ensure the health center's operations remain operationally and financially sound by continually evaluating optical operational processes, procedures, and technology needs. The Licensed Optician will work closely with the Associate Director of Clinical Operations to ensure organizational strategic goals are met.

YOUR RESPONSIBILITIES

- Interpret and fill optical prescriptions written by optometrists or ophthalmologists.
- Manage eyewear order cycle (placing order, receiving product, dispensing product, while accurately maintaining status of every order).
- Collaborate with team members to ensure all customers receive exceptional service.
- Counsel patients on lens type, frames, and style.
- Assist front desk staff in advising patients on eye wear pricing, particularly for uninsured, sliding fee patients, completing estimate and order paperwork as needed.
- Work with patients to order eyewear within guidelines of their insurance plans.
- Take frame and facial measurements to ensure correct fit and positioning.
- Advise patients when adjustments or repairs to spectacles are needed.
- Select, order, and maintain a range of optical, inventory products.
- Assess lenses on delivery to ensure that they meet the required specifications.
- Arrange and maintain shop displays.
- Meet with sales representatives from vision care product suppliers.
- Assist with patient registrations if needed.
- Participate in the implementation and maintenance of Vision Department's point of sale system.
- Acquire training in the use of ancillary testing equipment as appropriate.
- Perform other duties as assigned.

YOUR QUALIFICATIONS & COMPETENCIES

- Massachusetts State License.
- 1 to 3 years of optical experience preferred.
- Strong customer service and attention to detail proficiencies, with a team-oriented and proactive approach.
- Exceptional communication skills with the ability to educate consumers in person, over the telephone, and online.
- Strong critical thinking, problem-solving, and time management abilities in order to juggle competing priorities.
- High level of comfort with excel, data reports, graphs, budget workbooks, and spreadsheets.
- Bilingual in English and Spanish preferred.

WHO WE ARE & WHAT WE DO

Charles River Community Health's mission is to improve the health and well-being of the communities of Allston, Brighton, Waltham and surrounding areas by providing quality, compassionate, coordinated care that is patient-centered, family friendly, and community focused.

CRCH is a comprehensive practice providing medical, pharmacy, dental, behavioral health, optical, and vision services to diverse underserved local communities. We serve over 13,500 patients annually, and 80% of those served are well below the poverty line while over 60% speak in a language other than English.

We are committed to providing patients with timely access to the right care, at the right place and at the right time, collaborating with other organizations to connect patients with a comprehensive range of services and provide continuity of care, and creating new community partnerships to meet the changing needs of patients and the community.

We value caring for everyone with dignity, respect, and compassion, reducing cultural, financial and other barriers to care, and eliminating health care disparities for our patients. We also advocate for the needs of our patients, the community, and public health causes.

OUR PROMISE

If you are passionate about providing service excellence in a mission-driven, team-oriented, and progressive organization, you will find your career as **Licensed Optician** rewarding and impactful! You will also find a partner in your career path goals and trajectory!

OUR BENEFITS & PERKS

Medical & Dental Insurance	Short & Long-term Disability Insurance	Generous Paid Time Off
Flexible Spending Account	Employee Assistance Program	Tickets at Work
Health Reimbursement Arrangement	Travel Reimbursement	Professional Development Opportunities
Solid track record of developing and promoting employees internally!		

Employee Signature: _____ Date: _____

Charles River Community Health is strongly committed to diversity and a workplace environment that respects, appreciates and values employee differences and similarities. By providing and supporting a work culture that fosters and builds upon diversity and its strengths, CRCH will better serve our local communities and continue to provide quality patient care and services. CRCH is an employment at-will organization and an equal opportunity employer committed to maintaining a work and learning environment free from discrimination on the basis of sex, race, color, religion, national origin, pregnancy, gender identity, sexual orientation, marital/civil union status, ancestry, place of birth, age, citizenship status, veteran status, political affiliation, genetic information or disability, as defined and required by state and federal laws. Additionally, CRCH prohibits retaliation against an applicant or employee because he or she has engaged in protected activity under the statutes prohibiting discrimination in the workplace.