

## • Optical Administrator - San Jose, CA

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- The basic function of the Optical Associate, Optician is to attract and retain customers by delivering exceptional customer service, fosters customer retention, and promotes outstanding associate/doctor satisfaction.

Drive profitable store sales by fostering a customer care culture through practicing and use of effective retail sales skills utilizing the Total Customer Experience Model.

Develops professional business relationships with other Associates, Host and Doctor

Fills ophthalmic eyeglass prescriptions and fits and adapts lenses and frames, to include but not limited to the following:

- Utilizing optical prescription, evaluates prescription in conjunction with customer's visual requirements;
- Recommends specific lenses, lens coatings and frames to suit customer needs;
- Assists customers in the selection of frames and coordinates frames with optical measurements and prescription;
- Conducts measurements of bridge and eye size, temple length, vertex distance, pupillary distance and optical centers using appropriate tools

Ensures high quality through accurate measurements, correct pricing, and realistic delivery time quotes

Maximize Managed Vision Care relationships and sales opportunities as measured by:

- Effective plan administration and local service
- Improvements in average transaction
- Locally initiated plans

Assist with the timely implementation of approved Marketing programs by the execution of marketing programs and initiatives

Ensure positive and productive host relationships through Host participation, support, and satisfaction measured by Patient Satisfaction Surveys.

Other duties as assigned by Optical Manager and other Associates.

If Required by State: Applicable State licensure or certification by a nationally-recognized optician association as an optician

Ability to sell through use of sales skills and accountability for sales results

Experience and results with a retail or customer service establishment

Ability to provide enthusiastic and concise communication to meet/exceed customer expectations as well as foster positive and results-oriented associate, doctor and host relationships

Success in store merchandising and attention to detail

Minimum of 1-2 years of experience in related field

Experience with personal computers preferred

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