

## Job Description

TITLE: Lead Optician  
CLASSIFICATION: Full-Time  
DEPARTMENT: Optical  
LOCATION: Memphis / Millington/ Baptist-Tipton Hospital  
REPORTS TO: Dr Chris H. Cooper, Managing Partner  
CONTACT EMAIL: [cooper@wteye.com](mailto:cooper@wteye.com)

### Job Summary:

The Lead Optician is expected to know how to perform all the duties required of a dispensing optician, in addition to assigned managerial duties. This individual will work with management to ensure the efficient patient care and business operations, provide clinical support and training to other team members and is responsible for meeting departmental goals.

### Team Values

**We work as a strong and supportive team. Our Team Values help us focus on what is most important every day. If you are looking for a professional team to support you in your work-life balance, we want to hear from you.**

### **Our Team Values are:**

- **We are in it to win it as ONE team.**
- **Patients rave about our impressive quality and our heartfelt care.**
- **We are each extraordinary in all we do.**
- **We are continually obsessed with finding a better way to serve our patients.**

**Education and Experience:**

- High School diploma or equivalent
- American Board of Opticianry certification or equivalent
- Three years experience in optical and dispensary operations
- Knowledge of frame board and ophthalmic lens inventory management, ophthalmic lens and frame sales, and basic financial management.
- Ability to train and motivate other optical team members

**Essential Skills and Functions:**

- All aspects related to abilities and tasks of Dispensing Optician
- Excellent customer service skills to include the handling of unsatisfied or disgruntled patients
- Excellent sales and communication skills to assist patients with selecting the proper ophthalmic frame and lens selection to maximize their visual performance and to consistently meet departmental goals
- Strong leadership and training experience to motivate staff to meet or exceed company procedures, policies, and goals
- Make recommendations to management for increased efficiency, better team morale and improved patient experience
- Excellent working knowledge of managed care benefits and how to maximize patients' visual performance beyond the insurance benefit
- Make recommendations to management for increased efficiency, better team morale and improved patient experience.
- Oversee and execute the company's COVID mitigation protocols and waste disposal policies are adhered to at all times in the department.
- Build strong, supportive, and constructive relationships with doctors, peers and management teams.
- Ability to manage day-to-day operations and generate monthly reports for management
- Other duties as assigned

**Compensation and Benefits**

- Competitive Base Salary plus performance bonus
- Medical Insurance
- Life Insurance
- Employee Assistance Program
- ABO Continuing Education Allowance
- Paid Time Off
- 7 Paid Holidays
- No Nights

- No Sundays

### **Company Background:**

West TN Eye is a medical eye care practice serving Shelby and Tipton Counties for more than 45 years. More than half of our patients come for medical eye care services related to conditions like diabetes, high blood pressure, lupus, glaucoma and cataracts. However, we seek to provide top quality ophthalmic products to patients looking to maximize their visual performance. Applicants would become part of this dynamic team to make a difference in the lives of the patients we care for.

We seek individuals with an outgoing and caring personality who by words and actions can show patients how much our Practice cares for them. If you are about making a difference for individuals, then we would like the opportunity to review your resume.

We are a Memphis based practice with additional offices in Millington and at Baptist Hospital in Covington, TN. Unlike retail opticals, we do not work nights and we do not work on Sundays. Additionally, the flow of patients is not overwhelming because so many patients are coming for medical care services and not new glasses. This provides you time to focus on each patient's individual vision needs and to process orders in the computer.

We try to make joining our team easy with written and video training materials so no matter where you are on your career path we can welcome you on to our team.

Our optometrists are board certified by the American Board of Optometry. Dr. Cooper holds an appointment by the Governor of TN on the health regulator board. Dr. Talley is a former president of the TN Association of Optometric Physicians.

The Practice complies with all state and federal regulations. WTE provides equal employment opportunities for all employees and applicants and does not discriminate on the basis of race, color, age, gender, religion, national origin, social origin, sexual orientation, gender identity or expression, political opinions, veteran or military status, marital status, pregnancy, disability, or any other characteristics protected by law in hiring, firing, or any other terms and conditions of employment. In summary, the Practice welcomes all qualified, dedicated and hard working individuals.

**NOTICE: This job description is intended only to describe the general nature and level of work performed. It is not intended nor should it be interpreted as an exhaustive list of all duties, skills, and responsibilities. This job description is to provide you an understanding of where you can begin to grow and develop with our supportive team.**