



## Technician

### Position Overview

Technicians are responsible for all patient's preliminary testing, assisting the doctors with any exam needs, and any contact lens related issues. They ensure the practice's quality standards are met, while completing specific, essential responsibilities that pertain to conducting preliminary testing and gathering medical information and the overall patient experience. Technicians report directly to the Manager at their location and work in a team environment.

### Position Responsibilities

- Performs all preliminary and any doctor requested testing on patients.
- Accurately document patient's medical history and testing results.
- Prepare and clean exam rooms for doctor to perform exams on patients.
- Receive and verify contact lens orders for patients.
- Order and keep inventory of contact lens stock trial lenses, contact lens rebates, contact lens solutions, vitamin supplements, and over the counter and pharmaceutical eye drops.
- Instruct new contact lens wearers on how to insert and remove contact lenses.
- Compliance with company policies and procedures, government regulations and HIPAA guidelines
- Performs all other duties as assigned by management.

### Basic Requirements

- High School Diploma or GED required
- Minimum of one (1) year experience in a customer service role
- Must complete ABOC testing within first year of employment
- Optical experience preferred
- Experience with Electronic Health Records (EHR) preferred
- Strong computer skills and ability to have high accuracy when entering in patient information
- Exceptional personal skills to enhance the patient experience
- Communicate effectively both verbally and in writing
- Able work in a fast paced environment

