

EYE-Q INC.	Job Description	Page 1 of 3
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Job Title:	Optical Receptionist	Job Status:	Non-Exempt
Reports To:	Optical Manager	Pay Grade:	
Department:	Optical	Department Code:	
Location:	Fresno/Selma		

SUMMARY

This individual will be responsible for answering telephone calls in an enthusiastic, courteous, and professional manner. Directing calls to the appropriate personnel. When scheduling optical appointments, collect all pertinent information from patient. Keep active/cancellation list, send out missed optical appointment letters, and reschedule optical appointments if jobs are delayed.

ESSENTIAL SKILLS AND ABILITIES

- Excellent customer service and communication skills.
- Strong and experience background in data entry.
- Ability to work as a team member.
- Manage multiple tasks simultaneously.
- Highly motivated and organized.
- Empathetic with patients' needs and concerns.
- Excel under pressure.
- Attention to detail.
- Treat patients with respect.

DUTIES AND RESPONSIBILITIES (Other duties may be assigned)

- Answer phone.
- Check phone messages & return all calls in a timely manner.
- Pick-up routes from the front desk.
- Check that all charts are here for the day. If not, request them using a chart request. (Glasses orders/glasses checks)
- When the jobs are received from the lab, match them with the proper paperwork and enter the date in excel.
- Update Optimatix Job Inspected.
- Print up the next day appointments and pull all the jobs to be delivered. If a job has not been received, call the lab to get a new ETA (estimated time of arrival) then if necessary call the patient to reschedule.
- Send out letters to patients who have missed their appointments to pick-up their glasses.

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Document Owner: Human Resources	Document Approver: Human Resources	Revision Date:
Document Author: Human Resources Coordinator		

- Make appointments as needed.
- At the end of the day, make sure the inbox is empty.
- Check the fax machine, copy machine, and printer daily for paper and supplies.
- Return charts to medical records and notify medical records of charts that are staying in the department. This must be done daily.
- Duties may change and vary due to the schedules.
- Any other duties that may be assigned.

SUPERVISORY RESPONSIBILITIES

None.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED); six months to one year related experience and/or technical school training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to solve practical problems and deal with variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle or feel, and talk or hear. The employee frequently is required to walk and reach with hands and arms.

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EMPLOYEE ACKNOWLEDGMENT

I have received a copy of the position description and have read and understand the contents.

Employee Name (Please Print)

Employee Signature

Date

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