



**LAC COURTE OREILLES  
COMMUNITY HEALTH CENTER**  
13380 W Trepania Road • Hayward, Wisconsin 54843-2186

**Telephone: 715-638-5100**  
**Administration Fax: 715-634-6107**  
**Medical Records Fax: 715-634-2740**

### **Position Description**

**Position:** Optical Assistant

**Location:** Lac Courte Oreilles Community Health Center

**Hours:** Monday – Friday 8:00am-4:30pm

**Salary Range:** \$17.00-\$22.00 depending on qualifications and experience

**Posting Date:** September 10, 2024

**Closing Date:** 9/23/2024

#### **Description of Position:**

As an Optical Assistant, you will play a crucial role in providing exceptional customer service and support within our optical practice. You will assist patients with their eyewear needs, manage various administrative tasks, and ensure the smooth operation of the optical department.

#### **Qualifications:**

1. High School Diploma or equivalency required.
2. Additional education or training in optics or a related field is a plus. On the job training offered.
3. Previous experience in a customer service role, preferably in an optical or healthcare setting.
4. Strong interpersonal and communication skills. Excellent customer service skills.
5. Ability to work effectively both independently and as part of a team.
6. Basic knowledge of optical products and services is advantageous.
7. Proficiency in using office equipment and software.
8. Strong attention to detail and organizational abilities.
9. Ability to manage multiple tasks and prioritize effectively.
10. Basic problem-solving skills and a proactive approach to handling patient needs.

11. Mantoux TB test current.
12. Completed Hepatitis B series.
13. Valid WI Driver's License.
14. Valid Vehicle Insurance.
15. Must be able to pass a background check.
16. Must be able to pass pre-employment and random drug testing.
17. Ability to maintain confidentiality and observe all requirements of the Federal Privacy Act and HIPAA regulations.

**Major Duties and Responsibilities:**

1. Greet and assist patients with their eyewear needs.
2. Work closely with the Optometrists in patient care.
3. Provide information about optical products, services, and procedures.
4. Help patients select frames and lenses based on their prescriptions and preferences.
5. Address patient inquiries and resolve any issues or concerns promptly.
6. Educate patients on different types of lenses, coatings, and frame materials.
7. Process sales transactions and handle cash and card payments.
8. Maintain and organize the display of eyewear products.
9. Monitor inventory levels and assist with ordering and restocking products.
10. Schedule patient appointments and manage the appointment calendar.
11. Prepare and verify patient prescriptions and orders.
12. Ensure accurate and confidential patient records are maintained.
13. Assist with insurance claims and billing processes.
14. Conduct basic adjustments and repairs on eyewear.
15. Assist with fitting and measuring patients for eyewear and contact lenses.
16. Ensure that optical equipment and tools are clean, maintained, and in good working condition.
17. Adhere to all health and safety regulations and procedures.
18. Ensure that all optical practices are compliant with relevant regulations and standards.
19. All other duties assigned.
20. Maintaining confidentiality of sensitive information and discretion in handling tasks.  
Follow HIPAA.

**Supervision and Guidance:**

The Optical Assistant will work under the direct supervision of the Community Health Director with oversight by the Health Director.

**\*Applicants for employment with the Health Center must submit with the completed application form additional documents including the following:**

**Letter of Interest**  
**Resume**  
**Credentials**  
**Proof of any Stated Qualifications**  
**Three (3) Current Letters of Recommendation**  
**Academic transcripts**

**Application Information:**

Applications may be obtained from and submitted to:

Lac Courte Oreilles Community Health Center  
Human Resources  
13380W Trepania Road  
Hayward, Wisconsin 54843  
715-638-5132  
715-634-6107 FAX  
[sklecan@lcohc.com](mailto:sklecan@lcohc.com)

*The Lac Courte Oreilles Community Health Center is an equal opportunity employer. Native American Preference will be given to candidates of equal or comparable qualifications.*

08/14/2024