

# Part-Time Optician, Forest Grove EyeClinic

## Job Details

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Job Location  
Forest Grove Optometry Clinic - , OR

## Description

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Pacific University achieves excellence and distinction by investing in exceptional people to think, care, create, and pursue justice in our world. We embrace discovery in a close nurturing environment that leads to genuine transformation. Our community is diverse, sustainable, and dedicated to discovery and excellence in teaching, scholarship and practice.

At Pacific University we thrive in an extraordinary environment, surrounded by the beauty of the great Pacific Northwest, with campus locations in [Forest Grove](#), [Hillsboro](#), and [Eugene](#). We humbly acknowledge and thank the original caretakers of the lands on which we live, work, teach, acquire and share knowledge.

### **GENERAL DESCRIPTION OF POSITION:**

Responsible for providing optical services and administrative support primarily at the Forest Grove EyeTrends.

### **ESSENTIAL FUNCTIONS/MAJOR RESPONSIBILITIES:**

- Greet and provide optical assistance to patients and student interns. This includes frame selection, dispensing, adjusting, repairs, and responding to telephone inquiries, being professional, positive and utilizing strong customer service skills.
- Determine specific data for prescription orders, verify completeness of orders prepared by students, process orders based on appropriate third-party payer requirements, track status of orders and determine cause for delays, and provide for verification of materials received from labs.
- Responsible for maintaining communications with patients while material orders are in process. This includes notifying patients of order delays, contacting patients when orders are ready for dispensing, responding to optical related inquiries, etc.
- Serve as a technical resource to interns, staff optometrists, and faculty regarding optical products and managed care coverage of materials. This requires maintaining current knowledge on latest developments in the industry through review of literature and continuing education.
- Maintain patient confidentiality, follow HIPAA policy and procedures to protect patient medical and financial information.
- Process patient orders including collection of fees, proper patient care documentation, posting payments, updating and verifying information in the electronic health record (EHR).
- Work closely with the reception office staff to insure proper coordination of patient care activities.
- Willingly performs other position related or implied tasks, and works with the Office Manager, Director of Clinic, Director of Ophthalmic Services, and/or Associate Dean of Clinical Programs, and administrative staff to continuously explore ways to improve clinical hands-on

student education, increase revenues, improve operations, enhance customer service and promote the optical center.

**SECONDARY FUNCTIONS:**

Perform other related duties as assigned.

**JOB SCOPE:**

Performs duties independently with minimal supervision, operating from specific and definite directions and instructions, yet work is checked or verified. Decisions are made within general university policy constraints but occasionally require independent decision making. Errors could affect smooth and efficient optical/clinic operations.

**SUPERVISOR RESPONSIBILITY:**

Job has no supervisory responsibility.

**Qualifications**

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**EDUCATION AND/OR EXPERIENCE:**

- High school diploma or equivalent.
- Three years practical experience in dispensing or documented successful completion of a one year or longer academic program in dispensing opticianry or optical technology with a dispensing emphasis.
- Must possess or obtain ABO Certification within one year of hire date.

**REQUIRED KNOWLEDGE, SKILLS, ABILITIES & BEHAVIORS:**

- Communicates with students, faculty, staff and the public appropriate to the age of the individual served.
- Builds on basic learning and carries it from one situation to another.
- Demonstrates critical thinking skills in problem solving and decision-making.
- Asks questions and seeks assistance.
- Takes responsibility to eliminate the source of problems.
- Demonstrates confidentiality regarding information pertaining to all students, faculty and staff.
- Maintains proper appearance and personal conduct for the employee's particular job.
- Uses effective communication skills taking into consideration body language, filters, listening, paraphrasing, and questions with customers of diverse ethnic and cultural backgrounds.
- Demonstrates ability to work in a team environment.
- Excellent verbal and written communication skills and the ability to apply good judgment and a professional manner when interacting with students, patients, faculty, optometric physicians, coworkers, and others in the health care community.
- Proven ability to work within the guidelines of good Optometric practice.
- Professional appearance and a high level of self-motivation and interest in optometry program development.

- Strong word processing and database management skills. Working knowledge of computers and standard office equipment.
- Must comply with HIPAA rules and procedures as described in the Pacific University College of Optometry Privacy Policies and Procedures Manual.
- Must possess the skills and motivation necessary to work independently and as a team member.
- Ability to respect the roles and challenges of staff, students, faculty, College administration, and other members of the University community.
- Must be willing to travel as needed to satellite EyeTrend optical locations.
- Must be highly organized, flexible, sensitive to meeting deadlines, able to exercise good judgement in prioritizing and developing efficient work methods.
- Bilingual – English and Spanish – helpful, but not required.

**WORKING CONDITIONS:**

Must be willing to adapt work schedule to meet the needs of the Portland EyeTrends and accept assignments at multiple optical locations.

**PHYSICAL ACTIVITIES:**  Climbing  Balancing  Stooping  Kneeling  Crouching  Crawling  Reaching  Standing  Walking  Pushing  Pulling  Lifting  Fingering  Grasping  Feeling  Talking  Hearing  Repetitive motion

**PHYSICAL REQUIREMENTS:**  Sedentary work  Light work  Medium work  Heavy work  Very Heavy work  Visual acuity

At Pacific University we are dedicated to providing experiences that are authentic, holistic, equity minded, and responsive. We continue to develop our equity practices with a particular focus on racial equity.

**For qualifying employees, our benefits include generous paid time off for vacation, holidays (including winter break) and sick leave. We offer medical coverage with alternative care (in-network services covered at 100% after payroll deduction), comprehensive dental, vision plans, 9% contribution to retirement after one year of service with no match required, free mental health appointments, and tuition remission for employees and their dependents. We cover employer paid life, short term disability, and long term disability insurance. On campus benefits include free access to our sports facility and library, with discounts on campus food, bookstore purchases, clinic services, and gear rentals through our outdoor program (kayaks, snow shoes, bikes and more).**

Candidates from diverse backgrounds are encouraged to apply. Studies have shown that candidates that are female and/or BIPOC are less likely to apply for jobs unless they meet all of the qualifications they find in the job description. We are seeking the best candidate for the job, and that candidate may be a person who comes from a less traditional background. We encourage you to apply even if you don't meet every minimum qualification described or are unsure if your experience could be considered related experience.

**NOTICE OF NONDISCRIMINATION POLICY**

It is the policy of Pacific University not to discriminate on the basis of race, color, national or ethnic origin, ancestry, age, religion or religious creed, disability, sex or gender, gender identity and/or expression, sexual orientation, military, veteran or Vietnam Era status, or any other protected classification recognized by applicable law, in admission, access to, or treatment in employment, educational programs or activities as required by Title IX of the Education Amendments of 1972, section 504 of the Rehabilitation Act of 1973, Title VII of the Civil Rights Act of 1964, the Age Discrimination Act, the Americans with Disabilities Act of 1990, or any other applicable state or federal law, or city ordinance. Questions or complaints may be directed to the Vice President for Academic Affairs, [2043 College Way, Forest Grove, OR 97116, provost@pacificu.edu](mailto:provost@pacificu.edu).

Application materials will be screened and interview candidates will be selected and notified by telephone. The hiring process normally consists of several interviews and can last several weeks depending on the position. All applicants will be notified once the position is filled. Employment is contingent upon eligibility to work in the United States.