

JOB DESCRIPTION

Job Title	Optical Receptionist
Practice	Saltash (may be asked to cover other practices from time to time)
Main purpose of job	To provide effective reception and administrative support ensuring that all patients receive excellent customer service.
Main duties	• Greeting and assist visitors to practice. • Managing telephone calls including answering, recording and relaying messages promptly and accurately. • Liaising externally and internally to organise clinics for optometrists and dispensing opticians. • Taking payments and dealing with sales. Balancing of till and banking. • Using different computer programmes to prepare clinics, claim fees and refer patients etc. • Managing stock levels of solutions / canteen / stationary. • Issuing confirmation letters to patients. • Unpacking and checking deliveries of glasses and contact lenses for Dispensing Opticians. • Collating and distributing post. • Opening and closing practice including preparing rooms and cleaning equipment. • Carry out minor adjustments, repairs and frame selection under supervision understanding when to refer a patient on to another professional within the company. • Carry out pre – screening as and when required. • Work towards achievement of monthly KPI's
Responsible to	Team Leader / Practice Manager / Operations Manager