

Job Description

OPTOMETRY PRACTICE MANAGER

JOB DESCRIPTION VERSION DATE	2 Nov, 2006
POSITION	PRACTICE MANAGER
NAME OF EMPLOYER	
NAME OF EMPLOYEE	
PURPOSE OF THE JOB	Participate in the presentation of an efficient optometry service to patients, to agreed standards in order to meet the Business's objectives.
REPORTS TO	<ul style="list-style-type: none"> • Resident Optometrist(s) • Owners / Partners
DUTIES & RESPONSIBILITIES - RECEPTION	<ul style="list-style-type: none"> • Greet patients • Telephone enquiries • Use of practice management software • Make appointments • Patient billings & receipts • Counter sales • Set-up new patient files • Check files complete • Filing of patient records • Typing of referrals and other letters • Postage & mail • Opening & closing of practice • Process third party claims • Process eftpos & online claims • Contact patients when work completed • Daily balancing of the till and banking • Weekly balancing of Petty Cash and claims • Outstanding accounts • Standard letters (Recall, Welcome, etc) • Stationery levels and orders
DUTIES & RESPONSIBILITIES - DISPENSING AREA	<ul style="list-style-type: none"> • Frame selections for patients • Advise patients about lens types & treatments • Facial measurements • Delivery of new spectacles • Frame adjustments and minor repairs • Place orders with supplier representatives • Returns & warranty claims • Price stock on computer • Re-stocking of cases, solutions and sundries • Keep frame displays fully stocked

	<ul style="list-style-type: none"> • Maintain window and in-office displays • Prepare dispensing order forms • Quote prices for patients • Check completed spectacles when received
DUTIES & RESPONSIBILITIES - PRACTICE MANAGEMENT	<ul style="list-style-type: none"> • Supervision of all other support staff in this practice • Encourage staff morale • Support the policies, initiatives and directions of the Business • Confirm all invoices and statements for payment by owners • Prepare the appointment book to allow for optometrists' schedules, vacations, etc • Produce daily and end-of-month reports • Manage credit claims for frame returns and lens remakes • Prepare reports of staff hours worked for preparation of payroll by owners • Advise owners of any staff time off (sick leave, vacations, etc) • Schedule all staff vacations in the practice • Arrange coverage by other staff as needed for vacations and sick leave • Support the owners or partners in the appointment of new staff when needed • Training of new staff • Provide input on the marketing, advertising and general directions of the Business • Generally participate in the management of the practice with the owners
DUTIES & RESPONSIBILITIES - CLINICAL	<ul style="list-style-type: none"> • Pre-testing for patients (as requested and trained by the resident ooptometrist(s)) • Clinical supply levels & orders
DUTIES & RESPONSIBILITIES - GENERAL	<ul style="list-style-type: none"> • Read & act upon policies & memos from owners or partners • Read & act upon Staff Newsletters • Keep practice tidy • Other tasks as needed & as requested from time-to-time
DUTIES & RESPONSIBILITIES - CLEANING	<ul style="list-style-type: none"> • Vacuum carpeted floors • Dust displays & clean mirrors • Mop tile floors • General cleaning as needed
KNOWLEDGE	<ul style="list-style-type: none"> • General standard of education to include proficiency in Maths and English Language, particularly numeracy and alphabetical skills. • Proficiency with the practice management software within 2 months of commencement. • Successful completion of "The Optometry Team" staff training within 6 months of commencement.

SKILLS	<ul style="list-style-type: none">• Competent use of computer software packages.• Ability to work with absolute accuracy to tight deadlines.• Polite, pleasant manner and demeanour at all times.
SIGNED BY EMPLOYER	
SIGNED BY EMPLOYEE	
DATE	

