



OPTOMETRIC TECHNICIAN JOB ANNOUNCEMENT

Santa Cruz Community Health (SCCH) began as a women's health collective in 1974 with the mission to improve the health of our patients and the community and advocate the feminist goals of social, political, and economic equality. Now, more than 45 years later, we serve that same mission as a nonprofit Federally Qualified Health Center operating three separate sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; the East Cliff Family Health Center in Live Oak, serving everyone; and the Santa Cruz Mountain Health Center providing easier access to care for our patients in the San Lorenzo Valley.

In December 2022, the East Cliff Family Health Center changed locations in Live Oak and moved into a brand-new space offering an integrated, state-of-the-art health and housing campus. SCCH continues to provide medical, behavioral health, and specialty care with a focus on pediatrics. The campus addresses a triple goal of increasing access to healthcare, growing affordable housing, and creating economic opportunity. Partners in the project are Santa Cruz Community Health, Dientes Community Dental Care, and MidPen Housing.

SCCH has a diverse patient population and an engaging and friendly work environment. Our caring and committed staff works as a team to fulfill our mission so that all our patients have access to comprehensive, quality health care.

POSITION SUMMARY:

The Optometric Technician is responsible for ensuring a positive first impression for every optometry patient. Duties include, but are not limited to, a wide variety of front office tasks such as registering new patients, scheduling appointments, handling insurance forms, accepting payments, screening telephone calls, and verifying patient insurance. The technician is also responsible for direct patient care in the optical setting and must be comfortable assisting patients of all backgrounds and ages including infants and geriatric patients.

Reports to: Medical Assistant Manager, Site Operations Director

Hours: Varies, some evenings and/or Saturday shifts

Classification: Hourly, Non-exempt; 1 Full-time and 1 Part-Time available

Location: Live Oak Clinic

CORE JOB RESPONSIBILITIES:

- Perform variety of duties within vision clinic including but not limited to patient intake and outtake, screening patients, scheduling appointments, and verifying insurance, as needed
- Provide high quality patient care to optometry patients including all dilation and pretests (including auto-refraction, automated visual field screenings and visual acuity)



- Prepare and assist the Optometrist in providing patient care
- Maintain accurate electronic health records of patient care, condition, progress, concerns and medical history
- Assist patients with frame styling, frame repair/adjusting and PD measurements
- Instruct patients with contact lens insertion, removal, care, and replacement
- Manage frame, contact lens trials, ophthalmic medication, office material, and inventory of all patient care supplies
- Ensure equipment, both Optometrist's and pre-test, is properly cleaned and maintained
- Review prescriptions and/or patient information carefully and identify special needs
- Consult with the Optometrist when necessary
- Help process incoming and outgoing multidisciplinary provider referrals including co-managed surgical procedures
- Help coordinate communication with optical labs or community agencies
- Communicate with pharmacies, multidisciplinary departments within health center, and ophthalmology surgery centers
- Read, write, and speak proficient English and Spanish to effectively communicate with patients, clinic staff, providers, product representatives, or language interpreters
- Work with supervisor and other optical support staff to ensure adequate staffing for appropriate departmental presence and daily operation
- Attend all required meetings, for both medical and optometry clinics. Perform other duties as assigned to support SCCH's Mission, Vision, and Values

COMPETENCIES:

Job Expertise

- Ability to read, analyze, and interpret general health and social services guidelines, technical procedures, or governmental regulations
- Ability to respond to questions from patients, center staff, and the general public
- Demonstrates knowledge and use of medical resources, procedures and policies, and applicable federal and state rules and regulations, once trained
- Demonstrates ability to assess, implement and monitor options and services to meet individual patients' needs
- Effectively achieves quality, timely and measurable outcomes
- Acts as a patient liaison with clinic staff
- Demonstrates ability to effectively use clinic's Electronic Health Records system (EHR)
- Participates in appropriate staff meetings and agency activities

Customer Service

- Provides patient-centered customer service at all times



- Demonstrates the ability to anticipate patients' needs and deliver services and respond to patients in a timely, accurate, courteous, respectful, and friendly manner
- Demonstrates ownership, initiative, attention to detail, and follow through
- Approaches problem-solving by focusing on patients first

Communication Skills

- Oral and written communication is clear, concise, accurate, positive, and respectful
- Response to oral and written questions, instructions, and information is timely and appropriate
- Checks work related email and mailbox on a daily basis

Teamwork/Interpersonal Skills

- Dealings with others are characterized by fairness, courtesy, diplomacy, honesty, firmness, empathy and confidence
- Effective in offering support and assistance to others, in obtaining information from others, and in supplying information to others
- Is approachable and open to suggestions
- Demonstrates a positive attitude, flexibility, and the ability to develop effective relationships by helping others accomplish tasks and using collaboration and conflict resolution skills

Judgment/Problem Solving

- Uses critical thinking and common sense to analyze situations, make timely and valid decisions, and take appropriate actions
- Demonstrates good judgment in making decisions

Reliability

- Completes all assigned duties in an accurate, timely and efficient manner
- Arrives to work on time and maintains consistent attendance
- Follows instructions and appropriate procedures
- Maintains patient confidentiality as required by HIPAA

QUALIFICATIONS:

- High School diploma or GED is required; Associates Degree is preferred
- Bilingual English / Spanish required; bicultural preferred
- Experience in the medical or optical field and referral/patient navigation is preferred;
- American Board of Opticianry Certification highly preferred
- Fully vaccinated/boosted for COVID-19, as per California Healthcare Worker mandate
- Must be extremely efficient, organized, flexible and resourceful
- Knowledge of technology and optometric equipment preferred



- Strong customer service skills and deliver services in a culturally sensitive manner
- Insurance verification experience preferred
- Understand and maintain HIPAA standards of privacy and confidentiality
- Understand vision and medical insurance
- Strong written and oral communication skills
- Able to use Microsoft Office and office equipment (e.g., EHR, computer, copier)

WORK CONDITIONS:

Working conditions 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 qualified individuals with disabilities to perform the essential functions. Variations in conditions may occur under certain circumstances.

SALARY AND BENEFITS:

This is an hourly, non-exempt position with a pay range of \$23.00 - \$30.50 per hour, depending on training, experience, and certification. Competitive compensation and benefits package are available to staff working at least 20 hours per week. Paid time off and paid holidays accrue from date of hire. Employer subsidized group health, dental, vision and life insurance plans the first of the month after 30 days of employment. Automatic 2% enrollment in an Employer sponsored 401K plan with a 2% retirement match.

APPLICATION PROCESS:

To apply, download our employment application on our [Careers page](#). Submit application and current resume with letter of interest Human Resources. No phone inquiries, please.

**SANTA CRUZ COMMUNITY HEALTH IS AN EQUAL OPPORTUNITY EMPLOYER
(W/M/V/D)**