



## **OPTOMETRIC TECHNICIAN JOB ANNOUNCEMENT**

Santa Cruz Community Health (SCCH) is a multi-site, Federally Qualified Health Center (FQHC) serving Santa Cruz County residents. 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, nearly 50 years later, we serve that same mission at our three clinic sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; the Live Oak Health Center serving everyone; and the Santa Cruz Mountain Health Center providing appropriate and expanded access to care for our patients in the San Lorenzo Valley.

Driven by our commitment to health care as a human right, SCCH is a leading non-profit provider offering comprehensive health services to our patients, regardless of their ability to pay. We have been recognized in the community as a leader in delivering high-quality, innovative care, and we are active in local, state, and national advocacy work that empowers our patients and community to be healthy, happy, and successful.

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 quality, whole-person 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:** Clinic Manager, Site Operations Director

**Classification:** Hourly, Non-exempt; Full-Time

**Hours:** Varies, some evenings and/or Saturday shifts

**Location:** Live Oak Health Center

**Pay Range:** \$23.00 - \$31.42 per hour, DOE

**Language Requirement:** Bilingual English/Spanish Required

### **BENEFITS:**

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.



## **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

## **QUALIFICATIONS:**

- High School diploma or GED is required; Associate 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
- 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)

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