



POSITION DESCRIPTION: OPTICAL SALES PERSON

REPORTS TO: Store Manager

BASIC FUNCTION:

To provide quality personal service while satisfying the needs of For Eyes customers through the sale and dispensing of eyeglasses, non-prescription sunglasses, contact lenses and accessories; uphold Company's standards of excellence in customer service; encourage customer recommendations and repeat business.

MINIMUM REQUIREMENTS

1. High school diploma or equivalent
2. Some retail sales and/or customer service work experience
3. Knowledge of basic mathematics and algebra
4. Present professional image
5. Possess excellent oral and written communication skills
6. Able to work flexible schedule, including evenings and weekends
7. Occasionally able to travel and work in different store locations in District
8. Previous optical experience desirable

PRINCIPAL RESPONSIBILITIES:

1. Personally assist customers by giving prompt, courteous and professional service; assist customers in frame and lens selection, accurately complete all required paperwork, accurately measure and order customer spectacles.
2. Dispense optical eyewear in accordance with professional standards and in compliance with Federal, state and local regulations.
3. Achieve established sales and customer service goals and objectives.
4. Perform repairs, adjustments and deliveries of eyewear as needed; verify accuracy of completed eyewear.
5. Handle customer questions and concerns in a professional and courteous manner
6. Follow proper procedures when accepting checks and credit cards; act as cashier, handling monies accurately for customers and co-workers
7. Share store maintenance and cleaning duties with co-workers by maintaining well organized work areas, accurate store records and files, greeting customers, answering telephones, inputting data, dusting merchandise displays, vacuuming.
8. Assist co-workers as needed, including rendering assistance to optometric practice.
9. Maintain and continually develop professional dispensing skills and knowledge.
10. Maintain good working relationships with other employees (receptionists, dispensing opticians, optometrists, optometric assistants, Lab personnel, managers), customers and vendors.
11. Successfully complete For Eyes training requirements in a timely manner.
12. May participate in optician apprenticeship program.



13. Protect all Company assets, including inventory, cash, credit card drafts, bank deposits and equipment. Follow proper procedures when accepting checks and credit cards.
14. Project a positive attitude toward all company objectives and directives; demonstrate teamwork at all times, including attendance at staff meetings and other training or company functions as required. Continually promote, support and reinforce the For Eyes philosophy of the 3 C's: "Take care of the customer, the company and co-workers."
15. Demonstrate dedication to honest and ethical business practices at all times. Uphold company standards to professional behavior in all business dealings.
16. Other assignments as required.