



**Marshall B.**  
**KETCHUM UNIVERSITY**

## **Optical and Front Desk Assistant**

### **JOB SUMMARY**

This hybrid position will support the University's Eye Care Center – Los Angeles. This position will help the team at the Front Desk as well as support the Optical department. This position is full-time and requires bilingual skills (Spanish/English).

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

#### **Essential Duties and Responsibilities for optical:**

- Work with interns (students) and patients in frame and lens selection for eyewear.
- Assist in settling patient disputes in the dispensary when necessary and appropriate.
- Assist interns in writing lab order forms and verify optical fees are correct.
- Assist interns and patients on frame adjustments and repairs when needed.
- Assist in maintaining economy line frames and frame accessories stocked for patient selection.
- Assist in processing and submitting eyeglass orders to optical labs.
- Assist in verifying that all orders-lenses, frames, contact lenses, low vision aids, etc. are ordered and received.
- Assist in calling patient when orders are ready for pickup and set appointments when needed.
- Responsible for sending reminder notices/postcards to patients to pick up ordered materials when unable to contact them by telephone.
- Responsible for contacting patients when authorizations for materials are received.
- Monitor and order contact lens, vision therapy, low vision, medical and other patient care related supplies.
- Responsible for monitoring and maintaining inventory and supplies in Contact Lens Lab, exam rooms, Special Testing rooms, Special Procedure Kits, etc.
- Responsible for sterilizing and storing instruments, lenses, etc. at end of each day.
- Prepare exam rooms with adequate supplies such as: alcohol, eye wash, cotton balls etc. for interns at the start of each new rotation.

- Ensure that the contact lens supply room, dispensing stock room and dispensing optical area are kept cleaned and adequately stocked at all times.
- Assist in Spanish translation when needed.
- Assist in filling other staff roles as needed.

**Essential Duties and Responsibilities for front office:**

- Responsible for scheduling appointments for patients.
- Always treat patients with courtesy, respect and efficiency whether on the telephone or in person.
- Greet and welcome patients upon entering the Reception Area and check them in with courteous smile.
- Responsible for properly advising and managing patients when delays occur with Interns.
- Ensure that authorization for patients with insurance and or third parties are obtained prior to appointment.
- Aid patients on completing office forms and answering questions about fees when necessary.
- Pull all daily files in advance of appointments.
- Answer all incoming lines and direct calls to appropriate individuals.
- Assist Doctors/Interns in translating (Spanish).
- Assist in filling other staff roles as needed.

## **QUALIFICATION REQUIREMENTS**

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Under immediate supervision, performs routine clerical tasks, such as copying data, typing, and filing according to standard procedures. Maintains records and files and processes simple documents.

## **EDUCATION AND/OR EXPERIENCE**

The minimum amount of education and experience that an individual needs in order to successfully perform the essential duties of the position is as follows:

High school diploma or general education degree (GED) and 2 years of related experience and/or training; experience in an optometry setting preferred.

## **ABOUT THE ORGANIZATION**

Located in Fullerton, CA, Marshall B. Ketchum University is an independent, private, non-profit, accredited educational institution. MBKU is home to the Southern California College of Optometry, the School of Physician Assistant Studies and College of Pharmacy. Named after the founder of the optometric institution in 1904, the change to the University structure addresses the growing demand for highly skilled health care professionals.

The University's Southern California College of Optometry confers a Doctor of Optometry (OD) and a Master of Science in Vision Science (MS) degree. MBKU's School of Physician Assistant Studies under the College of Health Sciences awards a Master of Medical Sciences (MMS) degree. MBKU's College of Pharmacy welcomed its first class in the fall of 2016 and will award a Doctor of Pharmacy (PharmD) degree in the Spring of 2020. MBKU owns and operates two premier eye and vision care centers: the University Eye Center at Ketchum Health and the University Eye Center at Los Angeles.

## **BENEFITS**

MBKU provides an excellent benefits package including medical, dental, and life insurance, free vision exams, short and long term disability, generous paid time off plans, a university-sponsored retirement plan with a 9% contribution and an on-site fitness center located on the Fullerton campus. See our website under *Employment* for more details regarding benefits of working for MBKU ([www.ketchum.edu](http://www.ketchum.edu)).

## **HOW TO APPLY**

Interested candidates, please send a cover letter along with your resume to [humanresources@ketchum.edu](mailto:humanresources@ketchum.edu). Position is open until filled.

MBKU is an equal opportunity employer; requirements are subject to possible modification to reasonably accommodate individuals with disabilities.