



Administrative Assistant for Optical department

Several locations in Sonoma County: Santa Rosa, Petaluma, Healdsburg

Pay \$21/hr Hours are 8am to 5pm M-F

Resume to Certified Employment Group Santa Rosa: srbr@certifiedemployment.com

Responsible for clerical & phone support of optical department. Screen optical patients at the door, answering optical phone line and voice mailbox, entering patients into Allscripts and verifying insurance coverage, notifying patients when orders have arrived, scheduling patients for optical dispensing appointment, printing daily optical patient schedule, ordering contact lenses and processing vision insurance payments, cleaning optical department and glasses, restocking and entering inventory into system, processing incoming and outgoing mail, photocopying, and data entry.

- Health screen optical patients at the door
- Answer and screen optical phone calls and voicemail
- Input patient demographic and insurance information into AllScripts
- Input contact lens orders for patients via ABB website
- Check in optical orders when received from lab, have opticians compare products to order
- Notify patients when orders have arrived
- Schedule optical dispensing and frame adjustment or repair appointments
- Clean RGP/Sclerals contact lenses 24 hours before dispensing to patients
- Process incoming and outgoing mail
- Review invoices and scan to Admin for payment
- Update optical spreadsheet with any credits memos
- Notifying & Using the Scanner & Encrypting a file
- Clean frames using UV Sanitizer
- Restock frames
- Prepare End of Day Report
- Prepare for the next day – print optical dispensing schedule & pull frame orders for dispensing
- Enter Inventory into Medflow
- Must have Regular and reliable attendance

- Principles and processes for providing customer service, including customer needs assessment, meeting quality standards for service, and evaluation of customer satisfaction.
- Administrative and clerical procedures and systems such as word processing, managing files and records, and other office procedures and terminology.
- Structure and content of the English language including the meaning and spelling of words and grammar.
- Computer applications such as Microsoft Word, Excel, and Outlook.
- Standard medical terminology.
- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Actively looking for ways to help people.
- Talking to others to convey information effectively.
- Understanding written sentences and paragraphs in work related documents.
- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Being aware of others' reactions and understanding why they react as they do.
- Managing one's own time and the time of others.
- Detail oriented, ensuring accurate and reliable work product