



Family Vision

& CONTACT LENS CENTERS

JOB DESCRIPTION-Optical Care Coordinator/Optician

Employment, FLSA Status: Full Time, Non-Exempt

Last Update: March 2026

Department: Optical/Patient Care

Team Leader Title: Practice Administrator

FAMILY VISION SUMMARY

Family Vision provides excellent service to our customers by exceeding their expectations while creating an open, honest, and fun environment for all Associates. While our customer needs are always our first priority, our Associates are just as important. Creating happy Associates creates happy and long-lasting customer relationships. Our key to success is empowering Associates to add value and provide timely, accurate service that exceeds customer expectations.

Position Summary

The Optical Care Coordinator / Optician is a cross-trained, multi-functional role supporting both the optical and front-office operations. This position is ideal for an adaptable, patient-focused professional who enjoys variety, teamwork, and continuous learning. The successful candidate will assist patients throughout their entire visit, optical selection, clinical support, and administrative coordination, while maintaining efficiency, accuracy, and a high level of customer service.

QUALIFICATIONS / ABILITIES

- ABO Certification preferred
- Minimum of 3 years optical experience preferred (training available for the right candidate)
- Experience with both eyeglasses and contact lenses
- Ability to operate manual and auto-lensometers
- High school diploma or equivalent required
- Experience working in a professional business or healthcare environment preferred
- Electronic Health Record (EHR) experience a plus (Compulink knowledge strongly preferred)
- Strong computer skills, including Microsoft programs
- Excellent customer service and interpersonal skills
- Strong organizational and time-management abilities; capable of multitasking in a fast-paced environment
- Professional, flexible team player with high integrity and accountability
- Strong written and verbal communication skills
- Critical thinking and problem-solving abilities
- Willingness and desire to continue learning and expanding skill sets
- Ability to sit or stand for extended periods (8+ hours)
- Strong attention to detail

KEY RESPONSIBILITIES

Optical & Clinical Support

- Interpret spectacle prescriptions written by optometrists and ophthalmologists
- Assist patients in selecting frames and lenses that fit their prescription, lifestyle, and budget
- Educate patients on lens options, coatings, and eyewear care
- Accurately enter, place, track, and verify eyewear orders
- Adjust, troubleshoot, and repair eyeglasses as needed
- Create and manage work orders for lab technicians
- Maintain optical inventory, enter frames, and keep the optical area organized and presentable
- Process insurance claims and eyewear orders including VSP, EyeMed, and Medicaid
- Educate and assist contact lens patients with insertion, removal, and care (specialty lenses a plus)
- Assist with preliminary testing and diagnostic procedures (OPTOS, OCT, visual fields, topography, etc.)

Front Desk & Office Support

- Greet patients warmly and ensure a positive experience from check-in to check-out
- Answer phones, route calls appropriately, and relay messages
- Schedule routine, follow-up, and urgent/triage appointments
- Prepare charts and verify insurance and demographic information
- Collect copays and payments; assist with billing questions as appropriate
- Assist with contact lens ordering and dispensing
- Maintain a clean, organized reception area
- Coordinate mail, deliveries, and office communications
- Perform basic clerical duties including filing, emailing, faxing, and data entry
- Support office operations and team workflow as needed
- Maintain strict confidentiality and compliance with HIPAA regulations
- Attend team meetings and participate in ongoing training and education

INDICATORS OF PERFORMANCE

- Timely, clear, and professional communication
- Accurate documentation, record-keeping, and administrative work
- Positive collaboration and teamwork across departments
- Consistently high level of patient satisfaction and internal support

Proudly serving all over southeast Wisconsin

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