



OREGON LIONS
Sight & Hearing
Foundation

JOB OVERVIEW:

We are seeking a skilled and compassionate **Optical Manager** to join our team. As Optical Manager, you will be responsible for overseeing all aspects of our optical department, including staff management, daily operations, and customer relations. To be successful in this role, you must have superior communication and customer service skills, and a passion for providing excellent customer care. You must also be highly organized, detail-oriented, and have the ability to work independently as well as part of a team. The successful candidate will be instrumental in providing leadership to 4 staff members in order to achieve program goals. This is a salaried position with hours being Monday through Friday 8:45am -5:15 pm. *Some evenings and weekends with advanced notice.*

RESPONSIBILITIES & DUTIES

- Monitor and evaluate the performance of the optical department
- Manage optical staff by providing guidance, training, and support to ensure efficient operations and excellent customer service
- Ensure all optical staff are performing their duties in accordance with organizational policies and procedures
- Respond to customer inquiries and provide excellent customer service
- Develop and implement strategies to increase customer satisfaction and loyalty
- Oversee inventory management and ordering of optical products and frames
- Develop and implement marketing strategies to promote the optical department
- Establish and maintain collaborative relationships with vendors and suppliers
- Prepare and submit reports as required
- Collaborate with optometrists, ophthalmologists, and other healthcare professionals to ensure accurate prescription interpretation and fulfillment
- Effectively utilize and maintain the various types of optical equipment used in manufacturing eyewear including but not limited to pupilometers, manual lensometers, hand tools, and finishing lab equipment
- Accurately document patient orders and related data into the various systems
- Ensure optical product and service quality are in compliance with the Oregon Lions Sight & Hearing Foundation and Eye Promise Optical's values, technical standards, state, and federal regulatory requirements
- Design, measure, fit, and adapt lenses for clients according to written optical prescriptions

Our mission is to screen, treat, save and restore sight and hearing for those in need in partnership with Lions Clubs.

1010 NW 22nd Avenue #144, Portland, OR 97210 | (503) 413-7399 | Info@OLSHF.org | www.OLSHF.org



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- Maintain an in-depth knowledge of lens materials, coatings, trends, and frame selections in able to educate our customers and offer the best optical product recommendations based on their prescription and lifestyle needs
- Troubleshoot and collaborate with team, addressing clients' concerns and ensuring their satisfaction with their eyewear

QUALIFICATIONS & SKILLS

- 2+ Years management experience, leading a team of people of diverse backgrounds
- Extensive experience in optical retail
- Expertise in customer service and sales
- Knowledge of frame and lens options
- Strong organizational and problem-solving abilities
- Ability to lead a team and manage multiple tasks
- Ability to adapt to a fast-paced environment
- Commitment to exceptional customer service
- Excellent communication and interpersonal skills
- Must have proven and effective optical and or finishing lab experience.
- Proven ability to work with efficiency, flexibility, and good humor.
- Obtain an optical certification within 1 year of employment (ABOC, CPO).
- Proficient in Microsoft Office Suite (Word, Excel, Outlook) and general office equipment.
- Bilingual preferred.
- Ability to lift 25-40 pounds on occasion

COMPENSATION

Earn a salary of \$32-\$40/hour depending on experience with employer-paid benefits: medical, dental, vision, Life, AD&D, Short & Long Term Disability, OR Paid Leave. Benefit from an employer-paid progressive retirement plan starting at 4% gross wages.

ABOUT OLSHF:

Ranked as the #1 Top Nonprofit to Work For in Oregon (medium-sized) by the Portland Business Journal. Awarded a 4-star rating by Charity Navigator.

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HOW TO APPLY

Email your resume to employment@olshf.org with the subject line "Optical Manager" by Friday, August 30, 2024. A cover letter telling us what interests you about the job will be appreciated. OLSHF does not use automated review systems, we value the unique ways applicants show their skills and personality throughout the hiring process.

EQUAL OPPORTUNITY EMPLOYER:

OLSHF is an equal opportunity employer. All qualified candidates are encouraged to apply.

Studies indicate that women and people of color may be less likely to apply for jobs unless they believe they meet every qualification. We are committed to building a diverse and inclusive organization, seeking the best candidate for the job, even if they come from a less traditional background. We strongly encourage you to apply, regardless of meeting every qualification, as job descriptions are intended to describe the general nature of the role and may be subject to change as deemed necessary by the organization.

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