

OPTICAL ASSISTANT

Innovative Eye Care

Innovative. Excellence. Care

ABOUT THE ROLE

At Innovative Eye Care, our Optical Assistants are at the heart of the patient experience. As the first point of contact for many patients, you will help create a welcoming, professional, and memorable experience while supporting the daily operations of our practice.

This is a dynamic role that combines patient care, administration, retail styling, optical support, and teamwork. Working alongside our Optometrists and Optical Dispensers, you will help deliver exceptional eye care while supporting patients throughout their entire journey with us.

Whether you are beginning your career in optics or looking to further develop your skills, this role provides ongoing training, mentorship, and clear career progression opportunities.

KEY RESPONSIBILITIES

Patient Care & Customer Service

- Welcome patients with warmth, professionalism, and genuine care.
- Deliver personalised service and assist patients with eyewear and product selection.
- Build strong patient relationships through outstanding customer experiences.
- Respond to enquiries and provide helpful, solution focused support.

Optical & Clinical Support

- Assist patients with frame styling and eyewear recommendations.
- Take optical measurements and support spectacle ordering processes.
- Educate patients with eyewear care, lens options, and product benefits.
- Support clinical workflow and patient preparation activities.

Administration & Practice Operations

- Manage appointments, patient records, correspondence, and administration tasks.
- Process Medicare, HICAPS, billing, and payment transactions accurately.
- Coordinate contact lens orders, tracking, and patient notifications.
- Maintain organised and accurate patient documentation.

Culture, Growth & Teamwork

- Contribute to a supportive, positive, and collaborative workplace.
- Participate in ongoing training and professional development.
- Bring new ideas and support continuous improvement initiatives.

- Uphold the values of Innovation, Excellence, and Care in everything you do.