

OPTICAL DISPENSER

Innovative Eye Care

Innovative. Excellence. Care.

ABOUT THE ROLE

At Innovative Eye Care, our Optical Dispensers play a vital role in delivering exceptional patient outcomes through expert dispensing, personalised eyewear solutions, and outstanding customer service. Working at the intersection of healthcare, technology, and fashion, you will help patients find eyewear that not only meets their visual needs but enhances their confidence and lifestyle.

This role combines technical dispensing expertise, patient care, product knowledge, retail excellence, and teamwork. You will work closely with Optometrists, Senior Optical Dispensers, and the Optical Dispensary Manager to ensure every patient receives the highest standard of service and care.

Whether you are a qualified Optical Dispenser or looking to further develop your dispensing career, this role offers ongoing professional development, mentoring, and opportunities for career progression.

KEY RESPONSIBILITIES

Technical Dispensing & Optical Expertise

- Interpret prescriptions and accurately dispense spectacles and lenses.
- Take precise optical measurements including PDs, heights, frame adjustments, and fitting parameters.
- Assist patients in selecting frames and lenses that suit their prescription, lifestyle, and personal style.
- Process spectacle and lens orders accurately while maintaining detailed job records.
- Troubleshoot dispensing and fitting issues while escalating complex cases when required.
- Maintain knowledge of lens technologies, coatings, frame materials, and optical products.

Patient Care & Customer Service

- Provide personalised, knowledgeable, and solution-focused recommendations.
- Guide patients through their eyewear journey from consultation to collection.
- Support patients with adjustments, repairs, troubleshooting, and remake enquiries.
- Educate patients on lens options, warranties, eyewear care, and maintenance.
- Deliver exceptional service that builds trust, loyalty, and confidence.

Practice Operations & Team Support

- Assist with inventory management, stock control, merchandising, and frame displays.
- Support communication with frame and lens suppliers and representatives.
- Maintain accurate records, workflow processes, and dispensary presentation standards.
- Work collaboratively with Optometrists, Senior Dispensers, and Optical Manager.
- Contribute to smooth day-to-day dispensary operations and patient flow.

Culture, Growth & Business Performance

- Contribute to a positive, collaborative, and respectful workplace culture.
- Support continuous improvement and share ideas that enhance patient experiences.
- Assist in achieving dispensary sales and revenue goals through excellent product knowledge and service.
- Participate in promotional activities, product launches, and patient engagement initiatives.
- Uphold the values of Innovation, Excellence, and Care in every interaction.