

## Personnel specification

JOB TITLE: OPTICAL ASSISTANT

REPORTING TO: JANICE MILLIGAN OPTOMETRIST AND OWNER

RESPONSIBLE FOR: Customer Service and Assisting with the administration of the practice.

LOCATION: 34 WATERLOO STREET, DERRY BT48 6HF

### ESSENTIAL CRITERIA

1. You will be on the front line of the business and the first point of contact with our customers and suppliers and so you will need to have good interpersonal skills such as communication, relationship building, tact, patience and negotiating skills. These attributes will also be essential whilst working alongside the optometrist.
2. You will look and sound presentable and not too shy or unfriendly.
3. Much of your working day will be spent moving between all aspects of the job. You will need to be organised and methodical in your approach. You may be working to tight deadlines and will need to be able to work under pressure and prioritise.
4. You will need to be flexible in your working hours and be available to cover full time hours when your colleague is on annual leave.
5. You may have experience in the optical sector. Training will be provided and you will continue to learn and develop on a daily basis. You may keep up to date with new developments in your free time.
6. GCSE PASS OR EQUIVALENT IN MATHS ENGLISH
7. YOU WILL BE ENTERING INFORMATION INTO OUR PRACTICE MANAGEMENT SYSTEM. YOU WILL RECEIVE TRAINING ON THIS BUT WILL NEED TO HAVE A WORKING KNOWLEDGE OF WINDOWS 10 AND MICROSOFT OFFICE.
8. EXPERIENCE IN RECEPTION, CUSTOMER SERVICES AND RETAIL.

### DESIRABLE CRITERIA.

PREVIOUS EXPERIENCE IN OPTICAL SECTOR.