

Employer: Island Eyecare Limited

Title: Optician Assistant

Position: Permanent Full Time (40hrs/week)

Hours of Work: Monday to Friday, 8:15AM - 8:00PM (max 2 evening shifts per week)

Job Location: In-office at 117 Welton Street, Sydney, NS

Proposed Start Date: As soon as possible

Compensation: Hourly wage based on experience and qualifications

As an **Optician Assistant**, you will play a key supporting role in delivering a seamless and personalized patient experience. Working closely with the Opticians and clinical team, you will assist with eyewear selection, patient education, and clinic flow while ensuring a high standard of care and service.

This is an excellent opportunity for someone interested in building a career in the optical field, with exposure to advanced treatments, innovative technologies, and ongoing development opportunities.

You'll work with a dedicated team that's passionate about improving lives through vision, and eager to help you grow both professionally and personally.

Locally owned and operated, Island Eyecare is committed to delivering exceptional eye care by combining cutting-edge technology with a deeply patient-focused approach. As a clinic, we are guided by our core values:

- **Growth.** We strive to continuously improve our skills and expertise.
- **Quality.** We perform every task with consistency, efficiency, and integrity.
- **Commitment to Excellence.** We deliver professional, compassionate care to every patient, every time.
- **Heart.** We approach our work with sincere care—for what we do, how we do it, and who we do it for.

This is a workplace where **Growth, Quality, Commitment to Excellence**, and **Heart** are not just values - they're practiced every day in how patients are treated and how the team works together.

Key Responsibilities

- Support patients in selecting frames based on style, comfort, and lifestyle.
- Assist Opticians with preparing and adjusting eyewear.

- Take basic measurements.
- Educate patients on eyewear care and product options.
- Coordinate eyewear orders and communicate with labs as needed.
- Maintain accurate and organized patient records in EMRs.
- Ensure the optical area is clear, organized, and well-stocked.
- Provide support with front-end tasks such as answering phones and scheduling, as needed.
- Collaborate with team members to ensure a smooth and consistent patient experience.

Who You Are

- Previous experience in optical, retail, sales or customer service is considered an asset.
- Strong communication and interpersonal skills with a patient-first mindset.
- Detail-oriented with the ability to follow processes and ensure accuracy.
- Comfortable working in a fast-paced, team-based environment.
- Willingness to learn and grow within the optical field.
- Tech-savvy, with the ability to learn new systems.
- Professional, reliable, and adaptable.
- Able to handle confidential information with discretion.
- Able to provide a clear criminal record check and follow all health and safety protocols.

Why Join Island Eyecare?

- Be part of a collaborative, patient-focused team that values growth and supports your professional development.
- Work in a fast-paced, innovative clinic that is committed to quality care.
- Make a meaningful impact every day by delivering service with heart.
- Enjoy a workplace culture built on respect, integrity, and excellence.

What We Offer

- Comprehensive cost-shared benefits package and optional RRSP contributions.
- Paid vacation.
- Paid sick time.
- Paid statutory holidays.
- Paid training and professional development opportunities.
- Complimentary personal vision care.
- Discounts on family eyewear and eye exams.
- Ongoing opportunities for growth and advancement.

How to Apply

If you're passionate about delivering great patient experiences and are interested in growing within the optical field, we'd love to hear from you. Please submit your application to joinislandeyecare@gmail.com. We thank all applicants for their interest; however, only those selected for further consideration will be contacted.

Island Eyecare is an equal opportunity employer committed to building an inclusive team. We welcome all qualified candidates based solely on their skills, experience, and overall qualifications. We do not discriminate on the basis of race, colour, religion, age, gender, sexual orientation, gender identity, genetic information, national origin, disability, veteran status, or any other characteristic protected by applicable law.