

Job Title: Optical assistant

Company: Lambert Fick and Maree Optometrists

Location: Stellenbosch

Job Type: Full-time

About Us:

Lambert Fick and Maree Optometrists is a dynamic and innovative company dedicated to providing the best vision care, including in-depth assessment of ocular health, prescribing the best pair of glasses and vision therapy. We take pride in our commitment to excellence and customer satisfaction. Our dedicated team of optical assistants plays a crucial role in ensuring the well-being, and satisfaction of our clients and customers. We are currently seeking passionate and resilient individuals with a passion for sales to join us as optical assistants.

Job Description:

As an Optical assistant at Lambert Fick and Maree Optometrists, you will play a crucial role in driving growth and expanding our customer base. You will be responsible for identifying and pursuing new sales opportunities, building, and maintaining strong relationships with customers, and understanding the importance of what makes the best pair of glasses. It is a requirement to take on a caring and empathetic approach to patient care, as the practice strives to create a positive and welcoming atmosphere for everyone who walks through our doors. The role also requires proficiency in administrative tasks, specifically in generating quotations and handling invoicing. Working in healthcare and retail, your commitment to excellence and customer service will make a meaningful difference in the lives of those we serve.

Key Responsibilities:

Greet and assist clients, customers, or patients with professionalism and a friendly demeanour.

Understand customer needs and provide tailored solutions to meet their requirements.

Provide information, answer questions, and address concerns with empathy and patience.

Build and maintain long-term relationships with existing customers.

Prepare and deliver quotations.

Provide exceptional customer service and support.

Conduct sales and product demonstrations to potential customers.

Stay updated on industry trends and product knowledge.

Maintain accurate records and documentation as required.

Collaborate with team members and supervisors to handle challenging situations.

Assist the optometrist with pretesting procedures.

Follow established protocols and procedures to meet quality standards.

Uphold our organization's values and commitment to excellence.

Qualifications:

Strong interpersonal and communication skills.

Self-motivated and results oriented.

Ability to work independently and as part of a team.

Proven track record in sales.

Excellent negotiation and closing skills.

Proficient in using sales tools and software.

High school certificate.

Ability to remain calm and composed in high-pressure situations.

Strong problem-solving and decision-making abilities.

Attention to detail and a commitment to quality.

Physical stamina and the ability to perform the required tasks of the role.

What We Offer:

Competitive base salary.

Opportunities for professional growth and development.

A supportive and collaborative work environment.

Comprehensive training and resources.

The chance to make a positive impact in your community.

How to Apply:

If you are a dedicated and compassionate individual who is ready to take on the challenges and rewards of an optical assistant role with a strong passion for sales, we want to hear from you.

Please submit your resume detailing your relevant experience, a photo of yourself and a handwritten cover letter explaining why you are the ideal candidate for this role to **admin@lambertfick.co.za**.

Join us in making a difference by providing the best vision care. Be part of a team that is dedicated to serving others and ensuring their well-being and satisfaction.

Application Deadline: 30 Sept 2023

Lambert Fick and Maree optometrists thanks all applicants for their interest; however, only those selected for an interview will be contacted.