



## Optometrist

Location: Dhaka, Bangladesh

April 2018

Do you know and love eyeglasses? Are you ready to help restore vision and create access to eyewear for low-income customers across Bangladesh?

VisionSpring, an international social enterprise, seeks a full-time Optometrist to join its Clear Vision Workplace team in Bangladesh for a contract period of three months. The Optometrist plays an important role in conducting vision camps in workplaces and communities – providing vision screening services to customers and training partners' staff to conduct presbyopia screening and appropriately dispense eyeglasses. S/he will collaborate with VisionSpring's local business development representatives to conduct vision camps across Bangladesh. This position is based in Dhaka but will require extensive travel, sometimes including overnight stays near work sites. The Optometrist will report to the Business Development Specialist in Dhaka.

### ABOUT YOU

- You delight in providing the magic of clear vision to your customers.
- You are passionate about improving the accessibility of affordable eyeglasses to earners and learners vulnerable to poverty.
- People view you as the go-to person for everything optical. You have a wealth of knowledge and know-how about vision screening and eyeglasses.
- You are a natural teacher. You love sharing your knowledge and getting others excited about what they are going to do. You know how to include people and make them feel a part of a broader purpose.
- You are a roll-up-your-sleeves, hands-on, team player. To provide the highest-quality service to your customers, you are not above doing any task, large or small.
- You set a positive example through practices like punctuality, respect, and commitment to work.
- Humility and a willingness to constantly learn are the pillars of your existence.

### ABOUT US

- We are creating access to affordable eyewear, everywhere. Clear vision creates opportunities for increased learning, work, safety, civic participation, and quality of life.

- As a social enterprise, social change motivates us first. Our focus on sales and revenue targets serves and advances our mission objective – to increase functioning, productivity, and income earning potential for our low-income consumers by correcting refractive error with eyeglasses.
- We are working to transform the systemic dysfunction of an optical market that has failed to deliver eyeglasses – a 700-year-old technology – to 2.5 billion consumers in need of vision correction, most of whom live on less than \$4 a day.
- We serve low-income consumers, not as beneficiaries but as customers. Our customers expect a high-quality and affordable product, and they will spend limited discretionary income for the immediate and tangible benefits of vision correction.
- By selling eyeglasses, we awaken new demand and seed a viable market. By selling new eyeglasses we are able to serve four times as many people per dollar input than the alternative of donating recycled ones. To efficiently scale, we must deliver each new unit with lower cost.
- We run our business on both sales metrics and social impact measures. We exploit a range of organizational forms and practices to get the job done.
- We believe in scaling our impact, not our organization. We are a lean team of doers.

## WHAT YOU'LL DO

### Vision Screening

- Engage customers in conversation to discover what problems they are experiencing with their vision.
- Take and record customers' medical histories to understand what may have led to eye diseases, eye injuries or disorders/abnormalities, record current and past prescription medications, and evaluate eye-related symptoms such as discharge, redness, and inflammation.
- Examine customers' eyes using observation, instruments, and equipment. Perform vision tests and analyze results to determine visual acuity and perception. Diagnose sight abnormalities and diseases such as nearsightedness, farsightedness, astigmatism, color blindness, cataracts, suspected glaucoma, etc.
- Identify eye health safety factors that could impact vision, such as working around chemicals or in high-particulate settings.
- Be aware of the signs and symptoms of general health conditions that could affect vision. Evaluate customers for diseases such as diabetes, hypertension, etc.

- Prescribe, supply, fit, and adjust eyeglasses and other vision aids.
- Refer customers to VisionSpring-certified ophthalmologists or other healthcare professionals if eye problems are beyond VisionSpring's scope of practice or require ongoing care, such as customers who require vision therapy, low-vision rehabilitation, or treatment for strabismus/amblyopia.
- Write referral letters to doctors for customers requiring care beyond the services that VisionSpring provides.
- Provide excellent care and demonstrate respect and regard for the dignity of all customers to ensure customer satisfaction and foster a professional and courteous vision camp experience.

#### Customer Education

- Promote eye health, and general health related to clear vision, by counseling customers on vision and eye care, and offering advice and reassurance about vision-related matters.
- Educate customers on good visual hygiene and eyeglass care.
- Dispel myths and misconceptions about eyeglasses and blurry vision.
- Advise customers choosing eyeglass frames and lenses.

#### Clear Vision Workplace Team Training and Support

- Help to meet eyeglass sales targets.
- Train new VisionSpring team members in the fundamentals of vision, eye health, and optical products.
- Provide protocols and training to pre-screeners to ensure accurate pre-screening of customers.
- Consult with VisionSpring-certified ophthalmologist regarding customers requiring critical medical care, and prepare medical cases on those instances to share with local team members and colleagues across the organization as needed.
- Share lessons learned with other VisionSpring team members by reviewing critical cases.
- Provide ongoing guidance and mentorship to Clear Vision Workplace team members.
- Fill-in for absent team members or participate in job rotation within the team as needed.

## Data Collection and Report Writing

- From time to time and as directed, collect customer profile data, customer stories, and survey data to help understand customer satisfaction, preferences, and barriers to vision and optical care.
- Draft field reports and customer stories to assist with investor relations and communications.

## WHAT'S REQUIRED

- Bachelor's degree in optometry, awarded upon successful completion of four years of study in optometry, from a locally or internationally certified institution.
- 1-3 years' experience working as a part-time or full-time optometrist.
- Strong vision screening and refraction skills, including accurate cylinder refraction with a trial lens set. Experience writing eyeglass prescriptions. Ability to diagnose and treat eye-related disorders and conditions.
- Experience counseling customers on diagnoses, vision care, and eyeglass selection.
- Professional proficiency in verbal and written Bengali and English for internal and external clinical communications.
- Excellent customer service. Exceptional skills in addressing customer care needs in a compassionate and sympathetic manner, managing customer expectations, and resolving complaints.
- Must meet the highest standards of ethics and personal integrity, with a demonstrated capacity for maintaining confidentiality and protecting customers' private health and personal information.
- Proficiency with Microsoft Office Suite software and other programs/applications.
- Ability to work long hours and pitch in, as needed, for the full duration of vision camps in order to make VisionSpring's Clear Vision Workplace program successful. Official time will fall between the starting and finishing times of the vision camp, excluding travel time between VisionSpring's local office/pickup point and the camp center.
- Willingness to travel across districts in Bangladesh, with overnight stays as needed, for Clear Vision Workplace programs, community eye care/health care programs, awareness programs, trade programs, conferences, trainings, or for any other purpose that VisionSpring deems necessary.



## COMPENSATION

- Compensation based on experience and education.
- Optometrist will be hired on a three-month consulting contract (renewable subject to project extension).

## TO APPLY

- We want to know more than just what you have done. We want to know who you are. What are the passions and talents that draw you to this role?
- **Please submit your application, including a thoughtful cover letter and your CV/resume, to: [talent@visionspring.org](mailto:talent@visionspring.org). Please assure there is a short description of each company or organization on your CV/resume. Include your last name and "Optometrist" in the subject line.**
- Please note, only candidates to be interviewed will be contacted.
- VisionSpring is an Equal Opportunity Employer. VisionSpring does not and will not discriminate in employment and personnel practices based on race, sex, age, religion, national origin or any other basis prohibited by applicable law.