

## Vision Camp Registrar

Location: Dhaka, Bangladesh

April 2018

Are you ready to help restore vision and create access to eyewear for low-income customers across Bangladesh, so they can see well and succeed at work and at school?

VisionSpring, an international social enterprise, seeks a full-time Vision Camp Registrar to join its Clear Vision Workplace team in Bangladesh for a contract period of three months. The Registrar plays an important role in conducting vision camps in workplaces and communities – warmly greeting customers and making them feel welcome, recording customers’ personal details, explaining how the vision camp works, scheduling customers for eye exams, answering questions, and transferring customer records into MS Excel at the end of each day. S/he will make sure everything runs as smoothly as possible in the vision camps by staying alert for and solving problems as they arise. The Registrar will collaborate with VisionSpring’s local business development representatives and vision camp teams 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 Registrar will report to the Business Development Specialist in Dhaka.

### ABOUT YOU

- You are passionate about improving the accessibility of affordable eyeglasses to earners and learners vulnerable to poverty.
- You enjoy talking to new people and making them feel at home. You take pride in being the welcoming and professional first point of contact for your company’s customers.
- You value precision. Records are kept up to date and you strive for 100% accuracy. In the data, you see opportunity and areas for improvement.
- It excites you to make things work better. Once you understand the status quo, you can’t help but think of ways to make your environment run more effectively and efficiently.
- 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 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 Camp Operations

- Help Clear Vision Workplace team arrange camps in workplaces, communities, and schools.
- Train and manage volunteer “vision champions” from partner/client organizations to provide assistance at vision camps.
- Assist with camp preparations as assigned (photocopying, putting up signs, room set up, etc.).
- Manage and coordinate with third-party vendors providing goods and services to vision camps, such as food vendors, transportation vendors, printers, facility personnel, and other suppliers.
- Meet with camp manager and team every morning to plan for the day; maintain communication with them to assure continuous flow of customers through the camp.

- Monitor customer crowd in the camp and take proactive steps to make sure customers are not waiting too long at each stage of the process.
- Maintain a clean, tidy, and safe environment for customers and staff.
- Undertake specific administrative duties as assigned by the camp manager.

#### Customer Registration and Data Collection

- Provide a friendly greeting and warm welcome to customers entering the vision camp and make them comfortable.
- Accurately record primary customer information on customer information card.
- Explain to customers why the requested information is needed to register them for participation in the vision camp.
- Identify barriers to access for customer information.
- Educate customers about what to expect during their vision camp visit, outline the products and services VisionSpring offers, explain the importance of vision screening, and answer questions.
- At the conclusion of each vision camp, perform data entry necessary to accurately record all customer information in MS Excel.
- Assist manager in data analysis and update data in Salesforce or other platforms as required by VisionSpring.
- 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.

#### Clear Vision Workplace Team Support

- Help to meet eyeglass sales targets.
- Train new VisionSpring team members in the fundamentals of vision camp operations, data collection, and customer information cards.
- Adhere to the vision camp's daily schedule, coordinating customer activity to ensure satisfactory completion of the vision camp process for each customer. Pitch in when necessary help team members stay on schedule.

- Guide and assist team members inside and outside of the vision camps. Fill in for absent team members or participate in job rotation within the team as needed.
- 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.
- Attend and actively participate in mandatory trainings.

## WHAT'S REQUIRED

- Four-year bachelor's degree from a locally or internationally certified public/private institution; master's degree in public health or optical training preferred.
- 1-3 years of experience, including field experience, working in the optical or health industry with a respected NGO(s).
- Exceptional communication and interpersonal skills, with the ability to connect with people from all backgrounds. You are naturally friendly and welcoming.
- Excellent customer service. Exceptional skills in addressing customer care needs in a compassionate and sympathetic manner, managing customer expectations, and resolving complaints.
- Strong analytical and quantitative skills, with a high degree of proficiency in data collection, storage, analysis, and use of MS Excel.
- Professional proficiency in verbal and written Bengali for internal and external clinical communications. Proficient writing skills in English strongly preferred.
- Experience in the optical industry or a committed interest in becoming knowledgeable about vision and eye care, including training about eyes and eye care and familiarity with eyeglasses.
- 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.
- Highly organized, reliable, and prompt. Ability to multitask while adhering to schedule and deadlines. High level of problem solving and critical thinking skills.
- 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.
- Vision Camp Registrar 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 "Vision Camp Registrar" 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.