



Vision Counselor

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 Counselor to join its Clear Vision Workplace team in Bangladesh for a contract period of three months. The Vision Counselor plays an important role in conducting vision camps in workplaces and communities – greeting customers after their eye exams, staffing the eyeglass station, maintaining inventory, giving top-notch advice about vision care and eyeglass frame selection, showing customers how to use and take care of their glasses, and answering questions. 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 Vision Counselor 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 Vision Counselor 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 are a natural teacher. You love sharing your knowledge and getting others excited about what they are going to do.
- You enjoy talking to new people, and take pride in making sure that every customer you serve has a great experience and leaves feeling satisfied and excited about sharing his/her VisionSpring experience with friends and family.
- 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, 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

Eyeglass Station Operations

- Set up and stock the glasses station at each vision camp. Maintain required inventory throughout the duration of the camp.
- Maintain a clean, tidy and safe environment for customers and staff.
- Visit eyeglass vendor's factory/office to collect prescription glasses for customers and ensure glasses are available on the dispensing date as publicized.
- Dispense prescription glasses to customers in their workplaces and/or communities.

Post-examination Vision Counseling

- Provide a friendly greeting to customers after their final eye examination and escort them to the counseling room.
- Engage customers in conversation to find out how their vision camp experience has been so far, build trust, and discover what their diagnoses are. Listen to customers closely.
- Refer to the written details of the diagnosis made for each customer and understand the course of treatment prescribed by the optometrist to improve vision.
- Review the diagnosis and course of treatment prescribed with each customer.
- If eyeglasses have been prescribed to correct refractive errors, explain how glasses will correct the refractive errors, improve vision, and create positive effects in the customer's daily activities at work and at home.
- Educate customers about eyeglasses, including the names of eyeglass parts, frame designs, frame colors, usefulness of single vision and bifocal glasses, etc.
- Dispel myths and misconceptions about eyeglasses and blurry vision.
- Advise customers choosing eyeglasses based on customers' vision needs, taking into account regular activities, and help customers select frame styles and colors.
- If specialty treatment has been prescribed to correct vision problems, explain how the treatment will improve vision and counsel customers to go to the referral hospital as directed.
- Conduct in-depth counselling for customers who are referred for cataract and pterygium surgery. Educate them about their conditions, explain the duration and method of surgery, review the expected future benefits, and answer questions. Also explain the likely consequences of declining to undergo the prescribed treatment on their vision and eye health.
- Answer questions for and address concerns of customers about their diagnoses, the eyeglasses prescribed, the referral procedure, and the referral hospital.
- Promote eye health, and general health related to clear vision, by counseling customers on vision and eye care, good visual hygiene practices, and proper eyeglass care. Offer advice and reassurance about vision-related matters.
- 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.
- Assist the vision camp outreach project leader in planning and organizing activities at the vision camps and referral hospitals.
- Adhere to the vision camp's daily schedule, coordinating customer activity after final examinations 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.

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 health industry with a respected NGO(s).
- Excellent customer service. Exceptional skills in addressing customer care needs in a compassionate and sympathetic manner, managing customer expectations, and resolving complaints.
- Experience in teaching, training and/or counseling.
- 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 deeply knowledgeable about vision and eye care, including advanced training about eyes and eye care, medical diagnoses, causes of and treatments for blindness, eye diseases that require surgery, knowledge about the different treatments and surgeries provided by referral hospitals, familiarity with eyeglasses, etc.
- 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. Strong communication and interpersonal 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 Counselor 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. Please assure there is a short description of each company or organization on your CV/resume. Include your last name and "Vision Counselor" 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.