

## Vision Pre-Screener

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 Vision Pre-Screener to join its Clear Vision Workplace team in Bangladesh for a contract period of three months. The Pre-Screener plays an important role in conducting vision camps in workplaces and communities – providing a warm welcome to customers, pre-screening customers and directing them to the appropriate team member for next steps, scheduling eye exams, giving top-notch advice about vision care, 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 Pre-Screener 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 Pre-Screener 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.
- It satisfies 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 which 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

- Prepare vision camp for customers and staff, including printing daily clinic lists, preparing the rooms, switching on equipment, and displaying posters and notices in waiting rooms.
- Maintain supplies/inventory and cleanliness of exam room and equipment; ensure exam room is ready to receive customers.
- Regularly check vision camp supply levels and report supply needs to the program leader.
- Maintain a clean, tidy and safe environment for customers and staff.
- Assist in closing the camp at the end of business hours, securing equipment and supplies.

### Vision Pre-Screening

- Provide a friendly greeting to customers who arrive for pre-screening.
- Educate customers about what to expect during their vision camp visits, ensure customers are comfortable, explain the importance of vision screening, answer questions, and discuss VisionSpring's referral procedure.
- Engage customers in conversation to discover what problems they are experiencing with their vision. Listen to customers thoroughly, note their histories on vision problems and eye diseases.
- Perform pre-exam diagnostics including, but not limited to, blood pressure, measurement of visual acuity and visual field, autorefractometry, OCT, tonometry, lensometry, etc.
- Based on the pre-exam findings for each customer, determine whether the customer requires a full eye exam, counseling, or no further intervention.
- Provide customer data to the optometrist in preparation for the full eye exam, or to the vision counselor if in-depth counseling is needed.
- 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 Support

- Help to meet eyeglass sales targets.
- Adhere to the vision camp's daily schedule, monitoring customer activity to ensure a smooth workflow and on-time exams. Pitch in when necessary help team members stay on schedule.
- Act as a liaison among vision camp colleagues – optometrist, registrar, and counselor – to ensure clear and consistent communication across the team.

- Train VisionSpring team members in the fundamentals of vision, eye health, and optical products.
- Orient and train new staff to perform standard work procedures and carry out assigned responsibilities.
- 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.
- Assist optometrist with the preparation of medical cases for customers requiring critical medical care, and share with colleagues across the organization as needed.
- Draft field reports and customer stories to assist with investor relations and communications.

#### WHAT'S REQUIRED

- Four-year bachelor's degree from a locally or internationally certified public/private institution.
- Diploma in Optometry and Low Vision (DOLV); Mid-level Ophthalmic Personnel (MLOP) diploma; or completion of the Ophthalmic Assistant Certificate Course from a locally or internationally certified public/private institution strongly preferred.
- 1-3 years of experience working in optometry or as a health worker, such as a nurse or ophthalmic medical assistant.
- Strong ability to identify common eye-related disorders and conditions, such as refractive error, color blindness, cataracts, and suspected glaucoma.
- Experience counseling customers and answering questions about diagnoses, vision care, and eyeglass selection.
- Excellent customer service. Exceptional skills in addressing customer care needs in a compassionate and sympathetic manner, managing customer expectations, and resolving complaints.
- Professional proficiency in verbal and written Bengali and English for internal and external clinical communications. Thorough and accurate documentation skills.

- 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 Pre-Screener 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 Pre-Screener" 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.