

Retail Optical Assistant

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Company: Norwich

Location: United Kingdom

Category: other-general

Role overview

As a **Retail Optical Assistant** at Vision Express, you'll assist our customers in finding and selecting eyewear that meets their needs. You'll help with frame adjustments, repairs, and fittings. Additionally, you may perform some pre-screening eye examinations and administrative tasks such as scheduling appointments, supporting the phone lines from customer queries and processing payments.

Overall, your goal is to provide excellent customer service and ensure that our customers leave happy, with eyewear that fits properly and meets their vision needs. You'll play a key part in our mission of helping our customers to 'See More and Be More' by providing tailored and effective service, to help customers maximise their visual potential and enhance their lifestyle.

Although the hours of this role are advertised, if this sounds like the role for you, we'd love to hear about your ideal working week. Whether this is hours to fit around the school run or you prefer a compressed week - we are open to discussing flexible options with you further.

Who are we?

We are Vision Express - with over stores across the UK and Ireland, we have something for everyone. Whether you want to work in a busy city centre flagship, a smaller village store or in one of our coastal locations, we're sure we will have the perfect solution for you!

Did you know, we are also part of the EssilorLuxottica family? EssilorLuxottica is the global leader in the design, manufacture and distribution of lenses, frames and sunglasses! We are

home to the most loved and widely-recognised vision care and eyewear brands in the world. Their priority eyewear brands include Ray-Ban, Oakley, Costa, Vogue Eyewear, Persol and Oliver Peoples, complemented by over prestigious licensed brands.

Who is the perfect candidate?

Provide excellent customer service, with the ability to provide personalised assistance to customer and address their needs and concerns

Great communication and rapport building to translate professional terminology into language understandable to patients

Exceptional attention to detail in maintaining accurate customer records, prescriptions, and requirements to provide them with the best service and product recommendations

Ability to work as part of a team, with colleagues across the whole store

The ability to work under pressure and handle challenging situations in a fast-paced retail environment

Confidence, passion, drive and enthusiasm

Knowledge and understanding of our optical products and services, including frames, lenses, and contact lenses, and the ability to inform customers about them and promote our products and services to help towards your store targets

Arrange and maintain the stores look and feel, keeping it organised and stocked, to provide a visually appealing environment for our customers, in line with the store marketing guidance.

Anything else you should know?

Sales and performance-based bonus

Targeted incentives

Pension scheme

Life Assurance - 2 x your basic annual salary

Private medical cover for you and your family

Free eyewear annually with eligibility from day one of joining us!

Opportunities to get involved in the OneSight EssilorLuxottica Foundation

Discounts throughout the year for your friends and family

Employee Assistance Program offering confidential support and advice on everything from financial support and everything in-between

days annual leave - increasing with your length of service, plus the opportunity to buy or sell holiday

Flexible health related benefits, such as Health Cash Plan, Additional Life cover, Critical Illness cover and Dental Plan

Opportunities to join a company wide community with peer-to-peer knowledge sharing and collaborating through our internal channels

Flexible lifestyle benefits, such as Gymflex, Dining Cards, discounted Travel Insurance, Experience Days and even discounted bicycles through our Cycle to Work Scheme

And so much more!

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