

## Optical Assistant

Optical assistants are the first point of contact for customers. They welcome customers into the store, carry out pre-screening tests and help customers select the correct frames and lenses for their prescription.

### The Work

You could be:

- greeting customers, taking and making phone calls
- helping customers select the correct frame for their lenses
- measuring the frames and ensure they fit perfectly
- ordering prescription glasses and contact lenses in for the customer
- making follow up appointments for customers
- making adjustments to the frames when the customer collects their glasses
- carrying out pre-screening tests such as retinal imaging and pressure and visual field testing
- explaining offers and products to customers
- taking payments from customers.

### Pay

Pay rates vary, depending on:

- where you work
- the size of company or organisation you work for
- the demand for the job.

Starting salaries for optical assistants are usually in the region of £15,500 a year. With experience this can rise to around between £18,000 and £25,000 a year.

### Conditions

- You would work in a shop.
- You may spend a lot of the day on your feet.
- You would usually work 5 days out of 7 including some late evenings and weekends.
- You would wear a uniform.

### Getting In

- A good general education is required. Most employers ask for at least English and Maths at National 5.
- You might get in through the Modern Apprenticeship in Optical Practice Support.
- Basic IT skills will be required.
- Relevant experience in a customer service or retail role would be an advantage, and sometimes, necessary.
- Experience working in a retail environment would be useful.

## What Does It Take

You should be:

- able to communicate with people of all ages and from different backgrounds
- able to work well as part of a team
- enthusiastic and willing to learn
- friendly, courteous and approachable
- able to provide excellent customer service
- able to sell products and services
- tactful and diplomatic.

## Training

- Training is on the job.
- If completing the Modern Apprenticeship, you would study for the BIIAB Certificate in Optical Practice Support at SCQF Level 5.

## Getting On

With experience you could progress to become an Optical Dispenser.

## Contacts

### Careers in Eyecare

Website: [www.careersineyecare.org.uk](http://www.careersineyecare.org.uk)

### General Optical Council

Tel: 020 7580 3898

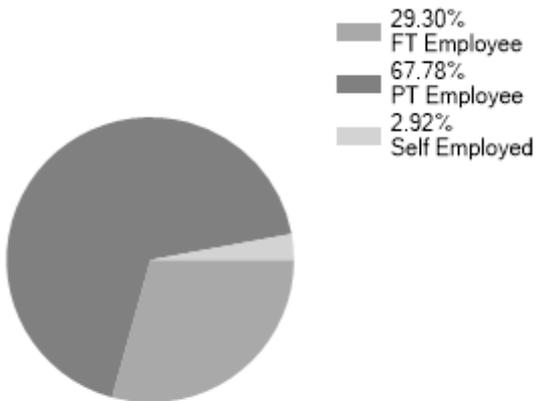
Email: [goc@optical.org](mailto:goc@optical.org)

Website: [www.optical.org](http://www.optical.org)

X: @GOC\_UK

## Statistics

Employment Status UK %



## Past Unemployment - Scotland

No Claimant statistics available for Scotland.

LMI data powered by [LMI for All](#)

Predicted Employment Statistics : Not available this career.