

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

General Optical Council

Tel: 020 7580 3898

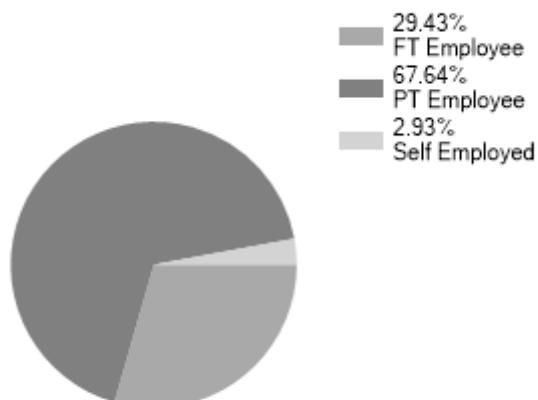
Email: goc@optical.org

Website: www.optical.org

X: @GOC_UK

Statistics

Employment Status UK %

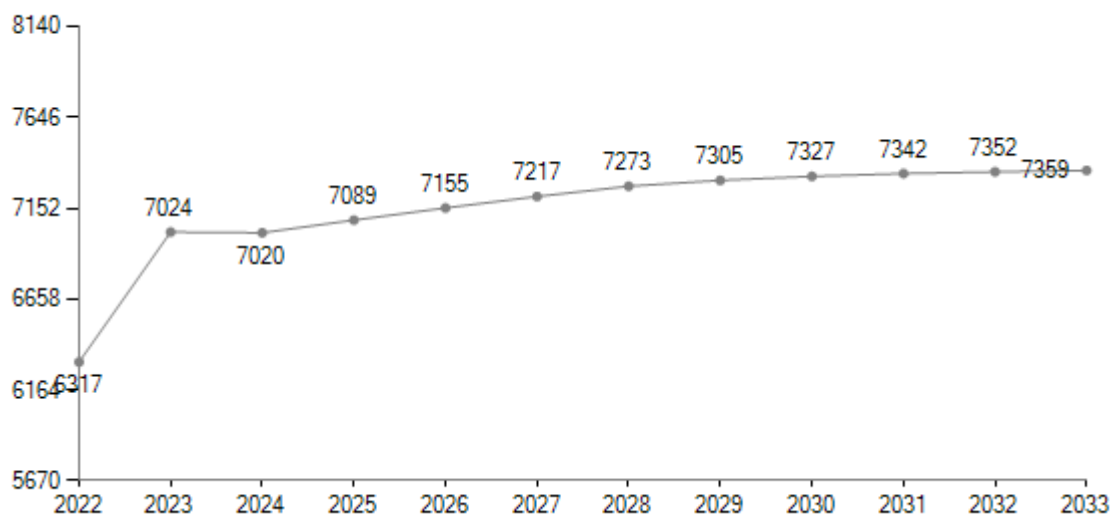


Past Unemployment - Scotland

No Claimant statistics available for Scotland.

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

Predicted Employment in Scotland



LMI data powered by [Lightcast](#)