



Director, National Field Operations (DNFO)

Position Summary:

The Director, National Field Operations (DNFO) plays a pivotal role in shaping the success of our national field operations by developing strategies, designing training programs for opticians and field staff, and promoting customer service best practices across all regions. This position ensures resources are allocated effectively and operational outcomes are closely monitored to maintain compliance, efficiency, and performance standards.

A key responsibility of the DNFO is to establish national standards for opticians, ensuring consistent quality and service throughout the organization. While the DNFO sets these standards, the direct oversight of individual optician performance falls under the Program Managers (PMs), who conduct evaluations based on the procedures established by the DNFO. PMs are expected to execute fair and consistent evaluations in line with these guidelines. The National Lab and Distribution Specialist and Field Training Opticians report directly to the DNFO.

The DNFO collaborates cross-functionally to not only guarantee operational preparedness but also to support optimal clinical outcomes for students. This position reports to the Chief Business Officer (CBO).

Who You Are:

The ideal candidate demonstrates the following characteristics:

- **Self-motivated and detail-oriented:** Highly organized with the ability to work independently while maintaining a strong focus on accuracy and efficiency.
- **Certified ABOC Optician:** Capable of providing timely, accurate optician services and information to all staff, ensuring high-quality care, service, and mentorship.
- **Effective Leadership:** A proactive leader who fosters an inclusive team environment, actively listens to and supports team members across all levels.
- **Technical Proficiency:** Strong command of Microsoft programs, especially Excel, with the ability to analyze data and contribute to operational improvements.
- **Regulatory Compliance:** Ensures full compliance with all local, state, and federal regulations governing optical services, maintaining the highest standards of practice.
- **Operational Excellence:** Drives operational efficiency and business performance across multiple locations, ensuring adherence to company policies and industry standards.



- **Strategic Collaboration:** Partners with the Chief Business Officer (CBO) to develop and implement operational strategies that align with the organization's long-term goals and objectives.

Responsibilities:

MANAGEMENT

- Oversee and manage optician performance standards, ensuring efficient operations across all locations.
 - Provide support in troubleshooting field-related issues and customer service challenges, stepping in as needed to ensure timely resolution.
 - Establish clear metrics and performance indicators, working with human resources, to facilitate effective evaluations and performance reviews.
 - Uphold high standards of professionalism, accountability, and customer service, fostering a positive organizational culture across all regions.
 - Collaborate with Program Managers (PMs) to monitor field staff, ensuring strict adherence to protocols, procedures, and policies that promote exceptional customer service and the safety of our patients and stakeholders.
- Establish and lead the Optician Committee, overseeing its structure and operations.
 - Organize and facilitate regular committee meetings to ensure continuous improvement and updates in key areas related to field staff performance, including:
 - **Organizational Culture:** Foster a positive, cohesive team environment within the field team.
 - **Customer Service:** Enhance service quality and patient satisfaction.
 - **Quality Assurance:** Maintain high standards and consistency in service delivery.
 - **Team Engagement:** Promote active participation and collaboration among team members.
 - **Professional Development:** Identify opportunities for growth and skill enhancement.
 - **Training:** Ensure staff are well-trained and updated on best practices.
 - **Safety Standards:** Reinforce compliance with safety protocols to protect both staff and patients.



NATIONAL FIELD OPERATIONS

- Work closely with Chief Business Officer and Chief Medical Officer and in addition to Program Managers to identify, implement, and ensure adherence to best practices for opticians and its regional clinical outcomes.
- Determine and continually set best practices for each of our vision services (vision screenings, eye exams, and glasses distribution), especially when it comes to larger scale; make sure to roll out best practices, training updates, and roll out on a timely manner.
 - Create, update, and roll out Optician Handbook for all standards and processes every year
 - Coordinate and perform periodic meetings with opticians to communicate organizational goals, discuss best practices, and/or of any organizational updates

RECRUITING, TRAINING & DEVELOPMENT

- Work closely with Program Managers and Recruiting team to assist in recruiting efforts which include: identify staffing needs; network and build a pipeline of candidates, and perform interviews as needed.
- Design and implement ongoing training programs for field staff, with a focus on technical skills, customer service, and compliance with optical regulations.
- Stay updated on the latest industry trends, technologies, and best practices to ensure field teams are well-informed and competitive.

CUSTOMER SERVICE & QUALITY CONTROL

- Uphold the highest standards of customer service by ensuring that field operations deliver a seamless and exceptional patient experience.
- Regularly review and refine customer service protocols to align with patient needs and expectations.
- Ensure quality control in the execution of optical services, eyewear fittings, and product selection.

RISK MANAGEMENT

- Must proactively identify, assess, mitigate, and monitor risks that could impact day-to-day operations, patient satisfaction, and regulatory compliance. This includes managing operational, safety, regulatory, and reputational risks.



- **Process Failures:** Monitor the consistency of optician processes across all regions. Deviations from standardized procedures could result in inefficiencies, errors, or patient dissatisfaction.
- **Resource Availability:** Manage risks related to staffing shortages, equipment failures, or supply chain disruptions that may negatively impact service delivery.
- **Incident Response:** Implement effective procedures for responding to accidents, injuries, or health incidents, including clear communication protocols and timely resolution.
- **Employee & Patient Safety:** Ensure safety protocols are in place and regularly updated to protect both employees and patients.
- **Licensing and Accreditation:** Ensure that all operating regions and opticians adhere to state and local optician licensing requirements, including maintaining up-to-date certifications.
- **Healthcare Regulations:** Monitor compliance with healthcare industry regulations, including HIPAA (if applicable), and other patient data privacy laws.
- **Labor Law Compliance:** Ensure that all opticians comply with employment laws, including wage regulations, working hours, and employee benefits.

QUALIFICATIONS:

Minimum:

- 7+ years of experience in non-profit or clinical operations

Preferred:

- Bachelor's degree from a 4-year college or equivalent work experience
- Master's degree in healthcare administration or business administration
- American Board of Opticianry Certification
- 5+ years in non-profit or healthcare operations management
- 5+ years of experience working with multiple community partners on service delivery

Required:

- A Valid Driver's License
- Successful completion of background checks and required clearances

Knowledge, Skills, Abilities:

- Strong proficiency in computer skills, including expertise in Microsoft Office applications, email, spreadsheets, and web-based software.
- Excellent communication skills, both written and verbal, with the ability to effectively engage with staff and constituents.



- Proficiency in data analysis with the ability to effectively perform and present findings using spreadsheets.
- Deep understanding of budgets, planning and data analysis
- Strong leadership and project management skills working with multi-person teams
- Positive, can-do attitude and ability to work and make sound decisions under uncertainty

VALUES STATEMENT:

Vision To Learn is committed to promoting diversity, equity and inclusion by striving to embrace, recognize and cultivate differences and honor the strengths and contributions of all employees. VTL welcomes applicants who bring a variety of perspectives, experiences, and competencies. People of color, women, people with disabilities, and LGBTQIA+ persons are strongly encouraged to apply. VTL is an equal opportunity employer and does not discriminate based on race, creed, color, religion, ethnicity, national origin, party or political affiliation, sex, sexual orientation or gender identity, age, disability, veteran status, marital status, or any illegal or prohibited factor.

As a direct healthcare provider and to protect the health and well-being of our employees, VTL has implemented best practices for ensuring a clean and safe work environment. Employees will be asked to provide proof of COVID-19 vaccination and pass a Department of Justice background check/fingerprinting (LiveScan), child abuse history clearance, TB, and drug test.