

Lenskart

Optometrist



Job Profile Details

Placement Cycle

ARKA JAIN University - Placements 2024-25

Job Location

Pan India

Date of Visit

NA

Position Type

Full Time

Expected Hires

NA

Sector

NA

CTC

NA

Category

Level 2 - General

Description

About Lenskart

With a mission to give India a vision, Lenskart.com is India's fastest growing eyewear company. Lenskart's products include prescription eyewear, branded contact lenses and sunglasses, all equipped with the customers eye powers.

About the Role

The role of an Optometrist at Lenskart is different from competing brands and is not limited to only eye check-ups but also includes sales as a critical deliverable. He/she plays a key role in delivering technical expertise through eye-checks, dispensing, and diagnosis as well as selling products, executing stocktakes and SOPs to deliver an exceptional customer experience.

Activities expected to be performed by a Lenskart Optometrist:

- Greeting and welcoming all walk-in customers and guiding them toward the clinic to promote the free eye check-up
- Being involved in stocktakes, maintaining sales floor standards, and other day-to-day tasks to deliver the best shopping experience to the customers
- Understanding the POS system to ensure that the transactions are processed effectively
- Being dedicated to customer satisfaction and resolving

any concerns that the customer has

- Following the 12-step Optometry process at Lenskart, during the eye check-up
- Sharing the prescription clearly and educating the customer about single vision and
- progressive lens while recommending the appropriate lens and/or frames
- Performing a quality check of the lenses fitted before handing over the product to the customer
- Presenting the customer with an optimal selection of products based on customer preferences
- Understanding the unstated needs of the customer, asking relevant questions, and picking the right time to pitch the recommended solutions
- Achieving the assigned target for sales, eye-test conversion, returns; and following all SOPs
- Post making the sale, coordinating with the customer for product pick-up, after receiving due communication from the warehouse. In case of returns, he/she is expected to understand the reason and try to resolve the same to control the return percentage.
- Maintaining the store as per Lenskart standards, cleaning the frames and other equipment regularly, and ensuring there is no deviation as per the SOP
- Ensuring the security of all Lenskart equipment and that there is no shortage of stock units or damage in the store

Personal attributes & competencies:

Ability to build rapport and trusting relationships

Ability to understand unstated needs of the customer and offer solutions

Clear communication and active listening skills

Ability to adapt to changing environment and openness to learn

Proactive task ownership, result-orientation, and customer-orientation

Ability to multitask and organize activities based on priority

Open for Courses

- Jain - Arka Jain University Jharkhand

B.OPTM

1. Optometry

Eligibility Criteria

B.OPTM

All students are eligible

Work Experience Criteria	No work experience based criteria defined yet!
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Allowed Genders	[Y] Male students [Y] Female students [Y] Other Genders
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Backlogs	Students with backlog(s) not allowed
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Hiring Workflow

Pre-placement Talk	<i>No Venue/Time specified</i>
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Group discussion	<i>No Venue/Time specified</i>
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HR interview	<i>No Venue/Time specified</i>
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Additional Info

No additional information