
JOB TITLE	Clinic Receptionist
DATE	19/01/2024
REPORTS TO	Clinic Manager

JOB DESCRIPTION

Purpose of role	To ensure smooth running of office reception. Respond to all customer enquiries, bookings are filled and customers greeted. Core objectives include:
Main duties and responsibilities	<ul style="list-style-type: none">• Ensure all bookings are filled to fill therapist hours• All emails, text messages and customers inquiries are responded to promptly and professionally.• Ensuring customer satisfaction levels remain high• Report issues raised by customers or therapists• Manage social media channels to ensure engagement and promotion levels meeting standard• Ordering stock and managing tock take when required• Newsletters and promotional materials in clinic• Ensure upsells and packages are offered• Provide admin support to Happy Bum Co customers and inbox <p>The above list is not exhaustive and the role may change to meet the overall objectives of the company.</p>
Other duties	Fulfil other duties as required by management and other department personnel as requested/required.

PERSON SPECIFICATION

Qualifications	<ul style="list-style-type: none">• First Aid
Experience	<ul style="list-style-type: none">• Reception or admin role preferred• Social media specifically Instagram, Facebook and TikTok
Knowledge	<ul style="list-style-type: none">• General natural health knowledge• Basics of colonics
Skills & competencies	<ul style="list-style-type: none">• Customer service focused: committed to providing exceptional customer service across all channels – written, phone and face to face.• Communication: the ability to communicate clearly and concisely, varying communication style depending upon the audience.• Attention to detail: excellent attention to detail and written skills when communicating with others, both internally and externally.

- **Commerciality:** ability to apply knowledge in a practical, commercial manner.
- **Teamwork:** willingness to assist and support others as required and get on with team members.
- **Time management/organisation:** accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.

Personal attributes

- Professional approach.
- Ability to work under pressure.
- Organisational and time management skills.
- Excellent attention to detail.
- Confident manner.
- Positive approach to change.

Other

- May be asked to fill in at different clinics or travel between the two as required for covering.

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

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Employee

.....
Date

SIGNED BY MANAGEMENT

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Manager

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Date