



JOB TITLE	Clinic Receptionist
DATE	30th August 2021
REPORTS TO	Tania Marinaccio (CEO)

POSITION DESCRIPTION

Purpose of role To provide administrative duties to B.Nourishd Wellness

Main duties and responsibilities

- Opening and closing of clinic
- Learning and working with the clinic software, Fresha
- Greet patients into the clinic and mark as arrived
- Receive and make phone calls as necessary
- Reminder calls to patients
- Daily recall text scheduling
- Make patient appointments

- Monitoring stock inventory
- Social Media preparation and scheduling
- Communicate with 3rd party providers e.g. Hicaps, Metagenics
- Scanning and photocopying of documents
- Transcribing audio dictation to digital correspondence
- Daily banking/tallying of the system
- Billing of patient appointments
- Printing/Completion of daysheets/spreadsheets as required • Photocopying
- Follow B.Nourishd Signature Systems
- Folding linen
- Cleaning of all areas

Required Qualities

- Professional Approach
- Kindness and compassion
- Initiative and ability to work under pressure • Multi-tasking
- Organisational and time management skills • Confidentiality
- Adaptability
- Excellent attention to detail
- Verbal and written communication skills
- Exemplary customer service
- Eagerness to learn

- Accepting of constructive feedback
 - Analytical and strategic thinking
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PERSON SPECIFICATION

Experience • Computer skills, Customer service, Reception experience

Skills & competencies

- **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 the time frame given, and carry out administrative duties within the portfolio in an efficient and timely manner.

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 accepted the duties, responsibilities and obligations of my position.

SIGNED BY YOU

..... Employee Date

SIGNED BY MANAGEMENT

..... Manager Date