

INSERT LOGO

Job Description: Front Desk Coordinator & Receptionist

Name:

Reports to: Office Manager

Date:

Weekly Schedule:

PURPOSE AND OVERVIEW

Effortlessly coordinate incoming calls and patients in a timely manner. Must understand the services and specials to be able to answer questions.

PRIMARY RESPONSIBILITIES

Employee Performance:

- Timeliness - Arrive 10 minutes before a scheduled shift
- Dress according to dress code, with professional: hair, makeup, and nails
- Positive team attitude!

Patient Calls:

- Call patients for events
- Call patients for promotions
- Make reminder/confirmation calls one day prior to appointments and/or be responsible for reminder software for patients
- Coordinate patient messages to appropriate providers

Customer Service:

- Provide excellent Customer Service with a calm attitude
- Welcome patients upon arrival within 30 seconds, even if on the phone
- Check patients out efficiently/timely/correctly
- Answer the phone by the third ring
- Watch the waiting room to ensure clients are taken back on time
- Stay on top of staff schedule and timeliness
- Be conscious of appointment time lengths when scheduling
- Straighten spa waiting room, entry, and restrooms hourly
- Sell retail products to walk-in clients

Spa Cleanliness:

- Clean desk and waiting area (dust, arrange magazines, stock coffee bar)
- Stock retail shelves
- Abide by HIPAA requirements
- Stock desk with supplies
- Keep charts in the appropriate order and deliver them to the appropriate provider

FRONT DESK COORDINATOR & RECEPTIONIST

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Clerical:

- Prep charts w/ appropriate paperwork for Patient
- Pull charts two days prior

Money Handling:

- Manage daily cash drawer
- Reconcile daily Z-Out Reports
- Make daily bank deposits

Product/Service Knowledge:

- Participate in continuing education
- Attend all mandatory training/Meetings
- Know all current offers and specials
- Know and participate in spa incentive contests
- Become proficient in all spa services within the first two weeks of hire

Benchmarks:

- Calls booked per hour: _____
- Add-ons per week: _____
- Retail Sales Production: _____

Direct Report: _____

Team Member Name: _____

Team Member Signature: _____

Mentor Buddy: _____

Date: _____

Start Date: _____

Weekly Schedule: _____

30 Day review (Date/Time): _____

60 Day review (Date/Time): _____

90 Day review (Date/Time): _____