

INSERT LOGO

Job Description: Patient Consultant

Name:

Reports to: Sales Manager

Date:

Weekly Schedule:

PURPOSE AND OVERVIEW

Perform one-on-one patient consultations. Provide client education and benefits with every consultation while building rapport and creating a custom treatment plan with pricing and retail recommendations. Support providers and coordinate with them on treatment plans.

PRIMARY RESPONSIBILITIES

Patient Consultant:

- Perform Patient Consultations, and necessary follow up
- Maintain up-to-date knowledge of Services/Products
- Tracking, following up, and closing reports weekly to the manager
- Handle any client complaints
- Enhance patient experience
- Upselling/Cross-selling products/services
- Follow up with patients via calls and cards
- Coordinate consultation flow with providers, lead the process
- Stay informed of all promotions, events, and savings opportunities; share them with patients
- Contribute to social media with client video testimonials
- Double check specials and promotions are posted online and in the office
- Assist marketing manager in creating promotions
- Assist with additional marketing and sales projects as needed
- Measure weekly revenue, monthly closing ratios, and event sales
- Arrive 15 minutes early
- Dress professionally, including hair, makeup, and nails
- Brand ambassador for the spa - walk the talk
- Closing ratio 75% or more

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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): _____

PATIENT CONSULTANT