



Career Opportunity

Front Office Representative

Job Type: Full Time

Location: Various

Relevant Work Experience: 1+ year front office

Summary of Position:

A Front Office Representative is responsible for maintaining the reception area in an upscale setting. This includes the greeting of all patients, answering phone calls, assisting patients with questions regarding spa services and products, booking appointments, checking the patients into the computer system and charging for services performed. This position enjoys working with people and has a friendly and outgoing personality in addition to strong communication and listening skills. The Front Office Representative is comfortable working in a sales-oriented job.

Responsibilities:

- Maintain front desk, check-in & check-out of patients, reminder calls to patients, inventorying supplies & products
- Customer Service: Meet or exceed every patient's expectations by providing optimal and friendly customer service and care
- Marketing: participate in marketing campaigns and product launches
- Provide information and promote all med spa products and services to patients
- Accurately book, change, confirm and cancel appointments
- Acknowledge and greet everyone who enters and leaves the office
- Provide detailed descriptions of spa treatments, packages, services, facility features and hours of operation
- Utilize spa computers with skill and proficiency
- Maintain petty cash

- Answer the phone promptly and efficiently
- Actively promote specials, promotions and discounts available
- Provide accurate, appropriate, professional and immediate responses to all requests and concerns made by patients, ensuring complete patient satisfaction
- Ask each patient if they would like to complete the Customer Satisfaction Survey and ensure that the survey is sent and received by the patient
- Maintain a clean; safe, fully stocked and well organized work area
- Maintain a positive attitude and contribute toward a quality work environment
- Communicate to management any and all occurrences involving staff or patients in the office that require attention
- Work in a fast-paced environment that includes a high amount of patient interaction and multi-tasking
- Perform inventory reports on supplies and products
- Return patient phone messages and emails
- Maintain patient confidentiality, including HIPAA and practice specific compliance guidelines
- Attend and maintain training relevant to role
- Perform all tasks on Front Desk Daily Checklists
- All other requests from providers and management as needed

Knowledge, Skills and Abilities:

- Excellent work ethic, including integrity, positive attitude, productive, gives 100%, organized, team player, treats leadership with respect, excellent attendance, continuously learning (willing to ask for help), focused
- The ability to work efficiently and effectively in a detail-oriented, fast-paced setting high amounts of multi-tasking
- A positive attitude and professional personal presentation
- Excellent communication skills, including the ability to listen and empathize with a variety of patient scenarios
- Outstanding customer service skills
- Computer experience with customer scheduling software and basic computer knowledge
- A flexible schedule with the availability to work on Saturdays

PREFERRED:

- Med Spa, Dermatology or Weight Loss industry experience

Education:

HS Diploma or GED

Positions available immediately.

Email resumes to: recruiter@redmountainweightloss.com