



POSITION DESCRIPTION RECEPTIONIST / ADMINISTRATOR

Job Summary:

The Receptionist/Administrator is responsible for the administrative duties and reception area of the clinic.

This position reports to the Owner (Peter Grant) and the Senior Remedial Massage Therapist (in the absence of the Owner).

Duties and Responsibilities:

GENERAL

- Open/Close clinic when required.
- Meet and Greet clients and other stakeholders.
- Clean clinic in accordance with cleaning checklist.
- Ability to provide detailed descriptions of clinic treatments, packages, services, clinic features and hours of operation.

ADMINISTRATION

- Conduct general admin/reception duties such as but not limited to answering the telephone, filing, word processing, data entry, scanning, and maintaining client records.
- Ability to work independently and in a team setting open to new learnings and sharing clinical information.
- Prioritise workload to enable smooth and efficient operation of the office environment.
- Accurately book, change and cancel clinic appointments using PowerDiary.
- Ensure adequate stock level of clinic consumables; inform Owner when stock is low.
- Use clinic computers with skill and proficiency; document client information in electronic record as directed.
- Maintain complete confidentiality in all clients matters in accordance with company policy.
- Other duties as delegated by the Owner

FINANCIAL

- Ensure that the payment process is managed in accordance with company policy by processing HICAPS, cash, credit/debit card, invoices to third parties (e.g., Integrated Living), gift vouchers, Stripe, and invoicing transactions accurately.
- Reconcile Xero and Dext when required.
- Banking – Advise Owner when banking is required.

SALES, MARKETING and WEBSITE MANAGEMENT

- Actively promote the clinic, treatments, services, sessions, and retail, as well as programs, promotions and/or discounts available.
- Ensure adequate stock level of products; inform Owner when stock is low.
- Research, draft, edit and post images and documents for the business' social media using programs such as Canva, Dropbox, Facebook Business Suite, Publer and Google My Business.
- Use WordPress to manage website, online store, and gift vouchers. Make minor edits when required.
- Ability to liaise with and communicate required website changes to web developer.
- Manage online order process. Prepare orders for shipping. Communicate with clients regarding status of order.
- Manage Gift Vouchers process via website, WordPress and in clinic

OCCUPATIONAL HEALTH AND SAFETY

- Ensure that daily activities are completed in a safe and efficient manner
- Maintain a safe working environment
- Maintain a clean, tidy, and safe workplace
- Identify workplace hazards and ability to manage appropriately (or report up the line)

- Actively participate in a working environment supporting quality Human Resource Management practices including Workplace Health and Safety, Employment Equity, Anti-Discrimination and Ethical Behaviour

POSITION REQUIREMENTS

- Must be detail-oriented and have ability to multi-task.
- Self-motivated, efficient, productive and possess ability to work autonomously and as part of a team
- Must have enthusiasm and possess excellent customer service skills.
- Must possess basic math and money handling skills.
- Enjoy working with people and possess a friendly and outgoing personality.
- Excellent communication and listening skills.
- Demonstrated computer skills in Microsoft Word, Excel and Outlook
- Ability to learn new skills and programs related to social media, marketing and websites

EDUCATION AND EXPERIENCE REQUIREMENTS

- Minimum of 1 years' experience in a similar environment or be able to demonstrate ability to adapt to the environment.

CERTIFICATES, LICENSES, REGISTRATIONS

- First Aid & CPR Certificate required (or ability to obtain)
- Drivers Licence (not essential)

HOURS OF WORK

- There are 2 positions, 1 x full-time/part-time (Monday to Friday) and 1 x casual (Saturday)
- If full-time (i.e. 38 hours/week), the required hours are:
 - Monday 7:45am-1:15pm (5.5 hours)
 - Tuesday 7:45am-5:30pm (9.0 hours with 45 min lunch break)
 - Wednesday 7:45am-5:30pm (9.0 hours with 45 min lunch break)
 - Thursday 7:45am-5:30pm (9.0 hours with 45 min lunch break)
 - Friday 7:45am-1:15pm (5.5 hours)
 - NOTE: these are based on current clinic hours as at October 2022. This may change in the future.)
- If part-time, the days and hours may be negotiated relevant to the full-time expectations. (i.e., less days or less hours depending on incumbents' availability).
- The casual position working Saturday only is 7:45am-1:00pm (5.25 hours)