

Revive at The Group Med Spa
The Group Obstetrics & Gynecology Specialists, P.C.
Position Description

Title: Client Coordinator

Department: Revive at The Group Medical Spa

Reports To: Medical Spa Administrator

FLSA Status: Non-Exempt

Job Overview: The Client Coordinator will be responsible for creating a positive client experience by providing a superior level of customer service to Revive Medical Spa clients, prospective clients & guests. This individual is also responsible for scheduling, product inventory, and maintaining a smooth flow of spa operations.

Essential Duties: Essential job duties for this position include the following items. Other duties must be performed as assigned or required.

- Greet all clients, prospective clients, and guests promptly delivering friendly and attentive service.
- Handle all front desk related activities including but not limited to:
 - Answer phones in a friendly manner and assist caller with a variety of questions
 - Check clients in and out of the system
 - Schedule and confirm appointments
- Proactive in engaging the client in using technology and literature to enhance the client's experience.
- Display prompt, courteous, knowledgeable and professional customer service.
- Take initiative to present products and services in a professional and proficient manner through product and treatment knowledge.
- Understand the services of Revive – the advantages and benefits.
- Remain current and knowledgeable on AestheticsPro software and other portals that Revive uses to assist in client experience.
- Personally work with clients to deliver and develop customer loyalty.
- Participate in execution of various med spa events.
- Use tools and processes to support and educate clients to elevate client experience.
- Establish and maintain high spa standards: neat, clean, and organized reception area, product cases, stock areas, and non-sell areas.
- Establish and maintain high merchandising standards for shop fixtures as well as displays and testers.
- Adhere to stockroom standards, shortage control, and compliance procedures.
- Participate in physical inventory of stock as requested, fill in stock as necessary.
- Responsible for timely fulfillment of daily communication inquiries via e-mail and phone.
- Perform these functions in an efficient manner, as directed by the Med Spa Administrator.
- Regular, dependable attendance and punctuality.
- Take prospective clients on tours upon request.
- Provide accurate, appropriate and immediate responses to all requests by clients, escalate issues and concerns to management as needed.
- Attend required meetings and training programs.
- Maintain client confidentiality.
- Maintain a positive attitude and work toward continuous quality improvement.

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- Stay current with changing technology, including software and industry specific programs.
- Uphold, support, and promote all company policies and procedures.

Requirements

Qualifications:

- High school diploma or general education degree (GED)
- One year related experience and/or training preferred
- Proficient in use of computer
- Previous experience is preferred, but not required in the cosmetics, beauty or medical industry.

Communication Skills:

- Excellent written and verbal communication skills.
- Ability to interpret instructional documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills:

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

- Self-starter, able to work independently and as part of a team and must have good time management skills.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving a few concrete variables in standardized situations.

Certificates, Licenses, Registrations:

- Driver's license and acceptable driving record
- CPR Certification preferred

Other Skills:

- Superior organization and time management skills.
- Must be able to multi-task in a fast-paced environment.
- Must be able to build relationships.
- Must possess a thirst for knowledge.
- Ability to collaborate and function as a member of a team.
- Must possess a strong sense of urgency.
- Should be comfortable with the use of computers and computer programs, specifically Microsoft Word and Microsoft Excel.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Standing – Approximately less than 1/3 of on-the-job time.

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- Walking – Approximately less than 1/3 of on-the-job time.
- Sitting – Approximately greater than 2/3 of on-the-job time.
- Use of hands to finger, handle or feel – Approximately greater than 2/3 of on-the-job time.
- Reaching with hands and arms – Approximately less than 1/3 of on-the-job time.
- Climbing or balancing – Approximately less than 1/3 of on-the-job time.
- Stooping, kneeling, crouching or crawling – Approximately less than 1/3 of on-the-job time.
- Talking or hearing – Approximately greater than 2/3 of on-the-job time.
- Tasting or smelling – Approximately less than 1/3 of on-the-job time.
- Travel- Approximately less than 1/3 of on-the-job time.
- Weight lifted/Force exerted – An average of approximately 30 pounds, less than 1/3 of on-the-job time, non-continuously.
- Vision – must have clear vision near and far, with or without corrective measures

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job.

Environmental – There is little to no exposure to hazardous environmental conditions.

Noise – Moderate to Loud (i.e. typical medical practice noise – patients, computers, printers, phones, fax machines, etc.)

Acknowledgement:

I acknowledge this position description was reviewed with me and a copy was provided to me. I agree to and accept the terms and conditions and acknowledge this does not represent a contract of employment.

Employee Signature

Date

Supervisor Signature

Date