

Front Desk Superstar

Are you sick of being in a thankless job?

Do you feel your career is stagnant?

Do you want to spend 37.5 hours a week growing as a person while helping others and supporting a positive team?

At Chiswick-Physio you won't just be a name on payroll. You will be a key team member in a growing physiotherapy clinic on a mission; To help people make good decisions about their health.

Chiswick-Physio is looking for an admin assistant to join our front desk team. The role will initially be 30 hours a week building to full time, including evenings and Saturdays. In this role you will have the important task of being the first point of contact with the clients of our practice. You must have previous experience in admin/office work and have a strong focus on customer service. You must also be able to work in a fast-paced environment and demonstrate attention to detail. Please ONLY apply if you have experience in admin and have worked in a customer service environment.

You must be comfortable with talking to strangers on the phone both in person and on the phone as well as a self-starter. Being "organized" should be a top priority in your life and must be able to multitask and prioritize projects, while simultaneously meeting deadlines and prioritizing your day.

If you have a positive outlook on life, you are flexible and open to change and committed to learning, you could be just the person we are looking for to fill the position that we have on the front desk.

The main responsibilities of the job are:

- Enter client information into our practice management system and create a client profile.
- Taking payments and rebooking clients.
- Answering incoming phone calls to take enquiries and bookings.
- Contacting clients who have made a booking
- Sending confirmation emails and clinic information.
- Sending out invoices to clients in accordance with Chiswick Physio protocols.
- Ensure that all invoices are raised on time and are sent to the appropriate clients.
- Organise and plan diaries – maximizing efficiency and revenue for the clinic.
- Working independently at the front desk.
- Run weekly and monthly reports for the practice – administrative and clinical.
- Sorting through and filing client notes
- Uploading client information onto our practice management system Gensolve

More importantly, the role is an integral part in the growing of our business. The core purpose of the job is to grow the revenue of the clinic by retaining the clients that we have. The person will also convert any new interest that comes to us as a result of the goodwill or word of mouth that already exists in our community. Doing this will involve developing a deep and meaningful relationship with our clients, spending time getting to know each one personally, and answering their concerning questions about physiotherapy and costs. For these outcomes to be met the below tasks need to be achieved.

- Communicate the value of our services (in person and on the phone) and be able to explain how what we do is worth the price we are asking.
- Successfully handle price objections.
- Ensure that conversations with new clients on the phone result in them feeling confident, committed, and brought into our service
- Provide an exceptional waiting room environment for our clients, one that they look forward to coming back to.
- Ensure that people who call and request appointments are booked in (and understand the true time and cost commitment involved in physiotherapy before they arrive).
- Ensure people show up excited for their first appointment after scheduling.
- Communicate with clients before, during and after appointments to ensure that satisfaction is being achieved.
- Foster deep relationships with clients, ensuring NPS (Net Promoter Score) hits agreed levels.

Please apply ONLY if you have at least one years' experience in an administrative role (with a strong customer service focus) position preferably in a business-to-consumer environment. You must have a proven track record for working face to face with clients and being able to speak confidently on the phone.

To apply, please send your CV, along with a ONE PAGE cover letter detailing why you think you'd be a great fit to join our team, to info@chiswick-physio.co.uk.