

Front Desk / Receptionist Job Description

Chiltern Physiotherapy is a growing family owned business. We are very prominent in the local community and customer service and inclusivity are high values of ours. Our team are pivotal to our mission and our success and are highly valued.

Chiltern Physiotherapy & Renovate Wellness are looking for new Front Desk Superstars to join our team. We have part time and full time positions available. In this role you'll have the important task of being the first point of contact with the patients of our practice. You must have previous experience in admin/office work and have a strong focus on customer service. You also must be able to work in a fast-paced environment and demonstrate extraordinary 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 both in person and on the phone. Being "organised" should be a top priority in your life and must be able to multi-task and prioritise projects, while simultaneously meeting deadlines and prioritising your day.

You must be comfortable taking payments, talking about money and comfortable handling customer concerns and questions about cost. PLEASE ONLY APPLY if you can handle conversations about money/cost. We are a private medical practice and the conversation about money with patients cannot be ignored.

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 join our fun and friendly team.

This is an awesome opportunity for someone who:

- Loves people and wants to broaden their customer service experience and skills.
- Wants to work at a company where they can learn about all aspects of customer service, administration as well as finance and marketing.
- Is extremely detail-oriented and appreciates people who take an organised, systematic approach to achieving success.
- Likes the idea of working for a smaller company where their ideas and contributions directly impact the company's success, direction, and growth.
- Is a quick, self-motivated learner who wants to work for a company that will invest in their education.

Skills Required:

- Be able to hold meaningful conversations with prospective patients on the phone.
- Be able to answer all questions asked on the phone in a such a way that increases the likelihood that the person asking will want to become a customer.
- Recall names and faces of patients and in doing so making all our patients feel welcomed, remembered, and valued.
- Provide a warm and welcoming greeting when people arrive in the clinic.
- Be computer literate: we use multiple systems to manage our appointments and invoice insurance companies.
- Organisation and planning: Plans and organises, schedules and budgets in an efficient, productive manner. Focuses on key priorities.
- Follows through on commitments: lives up to verbal and written agreements.
- Demonstrates an ability to quickly and proficiently understand and absorb new information.
- Attention to detail: does not let important details slip through the cracks.
- Persistence: Demonstrates tenacity and willingness to go the distance to get something done
- Proactivity: Acts without being told what to do. Brings new ideas to the table.

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 people and being able to speak confidently on the phone.

Working Hours

We are open from 7am - 8pm Monday to Thursday, 7am - 5pm on Fridays, and 8am - 1pm on Saturdays. Therefore some early/late/weekend working is required.

To apply, please send your CV along with a cover letter detailing why you think you'd be a great fit to join our team to Nicky: nicky@chilternphysiotherapy.co.uk

Job Types: Full-time, Part-time, Permanent

Benefits:

- Company pension
- Employee discount
- On-site gym