

Receptionists

Job Description Last Updated: 3/19/2019

Job Purpose

The Receptionist performs a variety of tasks; the majority fall within three categories: customer service, administrative tasks and cleaning. Duties may be divided between multiple receptionists, as determined by the Office Manager, and this division will be reflected in each individual's Employment Agreement.

The Receptionist ensures that customers have a pleasant experience while at the business, starting from when they walk in the door until they exit the premises. Additionally, the receptionist may recommend treatments and sell retail products. They should have strong customer service and organization skills.

Primary Duties & Responsibilities

- **Customer Service:** Answer the phone, return calls and respond to messages (email, text and via review sites). Assist clients with scheduling appointments, gift certificates sales & retail sales. Make follow up calls.
- **Administrative:**
 - **Filing:** Retrieve and put away client folders. Remove inactive client folders for storage. Organize all receipts and financial statements in accounting binder.
 - **Data Entry:** Enter client information into MindBody & MailChimp. Utilize tags in MailChimp to create targeted marketing emails.
 - **Track Inventory:** Track retail items and supplies. (Massage Therapists will report low massage supplies.) Reorder print materials via email directly with print company, as needed. For most inventory items, report low inventory to the Office Manager, who will then purchase or reorder the needed items. In some cases, the receptionist may be required to purchase items locally (also listed below under "Errands").
 - **Social Media:** Post same-day openings daily on social media profiles. Generate relevant content, schedule posts for and in general maintain the business's social media profiles.
- **Cleaning:** The general cleaning and maintenance of the office, in it's entirety, is primarily the responsibility of the receptionists. A professional cleaning company may be called in periodically to deep clean, as needed. Tasks should be completed on a daily, weekly or as needed basis.
 - **Daily:** Wash, fold and put away laundry; remove worn or damaged linens. Ensure no wet laundry gets left in the washing machine overnight. Sanitize doorknobs.
 - **Weekly:** Ensure bathroom is clean and stocked. Wash and put away dishes. Vacuum. Dust.
 - **As Needed:** Gather trash. Ensure no spoiled food is left in the employee refrigerator.
- **Errands:** Make bank deposits. Pick up mail from post office. Distribute brochures. Purchase supplies as needed.
- **Other:** Put out the open flag & open sign during business hours. Assist LMTs in setting up for scheduled services to ensure stones/towels have enough time to heat up prior to appointment. Ensure all electronics are turned off at the end of the business day, including the phone. Ensure all heating pads and/or towel warmers are unplugged at the end of the business day.

Responsibility & Accountability

An employee in this position works under moderate supervision from the Office Manager, to whom the position reports. The position is not responsible for supervising others.

Knowledge & Skills Required

Education

- A high school diploma or equivalent

Experience

- Previous clerical experience and/or basic computing classes
- Familiarity with email & scheduling tools, primarily MailChimp & MindBody
- Familiarity with social media platforms, primarily Facebook

Abilities

- Good customer service skills
- Attention to detail
- Excellent communication skills
- Proficiency with computers