

First Impressions provides exceptional customer service to all clients, while effectively maintaining front desk procedures including greeting patients, managing the patient check-in and check-out processes, answering phone lines, scheduling appointments, managing in-clinic patient flow, confirming appointments and addressing patient questions. This position also involves working in collaboration with medical providers conducting to deliver the best products/services to meet patient needs and deliver the desired outcome.

**Job Duties, Responsibilities, and Capabilities :**

- Greet patients
- Schedule patients
- Have full knowledge of Halo Med Spa skin care products and services and have the ability to answer patient questions and perform suggestive selling
- Frequently review schedule to assure accuracy
- Check patients in and out
- Responsible for accurate invoicing and payment collection
- Work patient leads converting into appointments and sales
- Confirm patient appointments daily
- Contact patients with pre and post treatment instructions
- Create daily reports required by management
- Assist providers and staff with patient flow
- Assist with treatment room turnover/setup when needed
- Maintain cleanliness of front desk, reception area and bathroom
- Maintain professional appearance
- Maintain patient confidentiality, including HIPAA and practice specific compliance guidelines
- Ship and receive packages
- Assist manager and staff as needed

**Qualifications:**

- Minimum of 2 years work experience.
- High school diploma or equivalent
- Documented sales abilities
- Experience working in a Medical Spa, plastic surgeon or dermatological practice is preferred
- Excellent customer service
- Excellent follow through and follow-up
- Familiar with using a multi-line phone system
- Demonstrate computer literacy including use of office EMR
- Possess excellent communication, organization, and problem-solving skills
- Ability to work in a fast-paced environment and handle stressful conditions
- Ability to learn products and services quickly
- Excellent phone skills
- Ability to deal with difficult patients
- Ability to prioritize and handle a variety of tasks simultaneously
- Ability to work with frequent interruptions
- Have a friendly, can-do attitude

Job Type: Part-time

