



Reddy Medical Group



**YUVA MEDICAL SPA
SPA RECEPTIONIST JOB DESCRIPTION**

Job Title: Spa Receptionist

Supervisory Responsibility: No

Job Purpose: To assist in the offerings of the most medically beneficial, professional and consistently ethical treatments available to our clients.

Job Description and Duties:

1. Answer phones for Yuva Medical Spa
2. Presents a warm and gracious persona for clients and co-workers
3. Schedules and confirms all appointments and consultations
4. Provides thorough and knowledgeable explanations of all aesthetic services and products in order to maximize sales and optimize customer satisfaction.
5. Interacts cooperatively with other office staff to provide a seamless positive customer service experience.
6. Responsible for client appointments, maintaining all appointment files and ensuring that all records are appropriately distributed.
7. Coordinates sales representative and supplier appointments for the staff.
8. Maintains educational excellence by participating in all staff meetings and training opportunities.
9. Good working knowledge of spa software

Knowledge/Skills/Abilities:

1. Good customer service skills.
2. Ability to understand and follow oral and written instructions.
3. Working knowledge of sterile techniques and special procedures that are applicable to work performed.
4. Working knowledge of procedures and techniques involved in administering routine and special treatments to clients.
5. Working knowledge of sanitation, personal hygiene, and basic health and safety precautions applicable for work in a clinic setting.
6. Able to document and communicate pertinent information.
7. Ability to establish and maintain effective working relationships with clients and facility staff.