

Job Title: Advisor

Job Purpose: To provide a professional, friendly reception for clients, general enquiries and other staff members. Promote the treatments and products appropriate to the clients needs.

Accountabilities include:

Reception Duties

- Take first line phone calls and direct accordingly.
- Organise routine appointments for doctors and nurses.
- Make sure diary runs smoothly and documents patient's full details.
- Take cancellations of appointment and reschedule appropriately.
- Ensure reception and patient waiting areas are presentable and fully stocked with magazines, drinks, etc.
- Take payments. Use of credit card machine.
- Make adequate notes regarding any client requests.
- Ensure clinic runs to time.
- Ensure all clients' notes are completed, consent signed and post treatment information is given.

Sales Promotion

- Deal with new enquiries on the telephone, informing them of and promoting services.
- Ensure all new clients receive appropriate products built into fees.
- Update referrals of new products using mailshots.

Treatment Rooms

- Be able to access all rooms and load lasers with appropriate keys.
- Be able to turn on the lasers prior to nurses using them (lasers need warming up).
- Ensure waiting area / bathrooms are fully stocked with brochures, questionnaires, tissues, etc.

Administration

- Ensure all patient files are prepared and in a folder prior to the nurse/doctors clinic session.
- File all patient notes alphabetically from the filing tray.
- Enter appointments onto the computer appointment system and send confirmation letters to all new patients.
- Contact customers 24/48 hours prior to their appointment to confirm their attendance.
- Assist with Open Days.
- Work with the Manager to ensure all services are delivered professionally.
- Speak to existing clients regarding administration queries or for general.
- Perform general Administrative/Office duties when requested and within the requested time frame
- Ensure payments taken and treatments performed are correctly entered against Doctor/Nurse performing treatments
- Enter payments onto the computer.
- Balance payments with day sales and enter on spread sheet.
- Bank payments on a daily basis.
- Prepare month end statements for head office.
- Print out work schedule for Doctors / Nurses on a daily basis for relevant personnel.
- Ensure deposits/payments have been received.
- Enter onto the computer and sending out of client enquiries
- Make up packs containing information on variety of different services.
- Stamp and mail post. Stationery stock take.
- Send out mailshots on a monthly basis to follow up enquiries and other mailshots as and when required.
- Type information sheets, price lists, clinical information etc.
- General secretarial duties as and when required by the Manager.
- Full knowledge of the database system, Microsoft Word and Excel.