

Receptionist

The line manager for the receptionist job role is the Reception Manager.

Job Description

Receptionists deliver non-therapy patient services: reception desk duties, administration, and day to day interactions required to run a therapy business.

This job description may be subject to change and additional responsibilities may be added. Receptionists are responsible for working with the assistant practice manager to update this document as required.

Reception Duties

Your role is a customer facing role and support role for the therapy team.

- You will be responsible for customer facing day to day processes and tasks.
- You will provide administrative and operational assistance as required by the therapy team, in line with the Reception role.

Specifically, your role will involve:

- Front of house, first point of contact for client interactions.
- Greeting patients as they arrive and introducing yourself to new clients.
- Checking appointments 'arriving' patients and customer services.
- Checking answerphone messages and actioning in a timely manner.
- Checking reception email accounts for messages and actioning.
- Answering telephone calls and actioning requests as needed.
- Rebooking appointments and taking payments.
- Maintain accurate patient contact details.
- Assisting with start and end of day opening/closing up procedures.