

**JOB TITLE:** Front Desk Coordinator  
**REPORTS TO:** MANAGING / MEDICAL DIRECTOR

**Job Summary:** Under general supervision, this position coordinates front office activities for the clinic; including, but not limited to: communicates with patients via email, phone and whatsapp, scheduling consultations, greeting and checking in patients, taking photos and preparing patients for consultations, liaising with physicians and therapists to ensure patient flow, checking out and upselling products and perform follow up calls.

**Supervision:** This position has no supervisory responsibility.

**General Duties and Responsibilities:**

Expectations of all employees include always:

- Maintains a positive and respectful attitude
- Demonstrates flexible and efficient time management and ability to prioritize
- Consistently reports to work on time prepared to perform duties of position
- Positive and supportive team member

**Role Specific Duties and Responsibilities:**

- General communication with patients via email, phone and whatsapp
- Reply to prospective patients' inquires with customized templates
- Scheduling consultations in an efficient manner
- Greeting and checking in patients including preparing patients for consultations,
- Liaising with physicians and therapists to ensure patient flow,
- Evaluate patients' needs to determine the most appropriate skin care products
- Checking out and up selling skin care products and treatments
- Perform follow up calls.
- Assists with opening and closing of clinic, as scheduled.
- Work with the entire team (including management) to improve systems and procedures in order to enhance the patient experience and achieve clinic's goals.
- Participate in all team meetings / training workshops.
- Updates job knowledge by learning about the procedures and products available at the clinic
- Assists other team members as needed and performs all other related duties as assigned.

**Education and Experience Required**

Diploma required. Vocational / Technical training preferred. Three years previous experience in the skincare industry preferably in the medical aesthetic industry.

**Skills and Abilities**

- Must have excellent phone etiquette, verbal and written English communication skills
- Ability to maintain client relationships.
- Must be customer service driven
- Must be dependable and punctual
- Must have high level of interpersonal skills to handle sensitive and confidential situations.

Please send your resume to [hr@cutislaserclinics.com](mailto:hr@cutislaserclinics.com).