



REJUVENATE WELLNESS CENTER

PLLC

1144 Geronimo Dr.
El Paso, TX 79925
915-873-7438
TXME3245

About Us

Rejuvenate Wellness Center PLLC is a multi-disciplinary wellness clinic that provides alternative health and wellness services to the public. Some of these services include massage therapy, reflexology, educational workshops and certification programs. We've been around for 20 years and are constantly evolving. We're a small business and locally owned.

Read this job description in its entirety to ensure you get an overview of the responsibilities and the critical role this position plays within the clinic.

We're also a very easy going company, and strive to create a serene and relaxed work environment. This doesn't mean unproductive, wasteful or dysfunctional. It means we work hard, without the toxic environment that is commonly found at dysfunctional workplaces. After all, we are a massage therapy wellness center. And it takes the entire team, including this position to make it a positive day to day experience for everyone that works here. Saying and hearing "Good morning" is important to us.

The Position: Wellness Advisor

We're looking for a Wellness Advisor, a sort of customer service guru and front desk representative that will help manage clientele, membership and sales, appointment scheduling and billing. You must contribute to the growth of the company. That means that we're looking for someone to be an important part of our team, not just an "employee".

The Role

This position is multi faceted. It includes but is not limited to managing all front desk operations, while providing exceptional customer service. You will also support and assist the staff, such as massage therapists and other providers.

In addition, you will be advising clients on services we provide and the benefits of each. This means that you have to put in homework time to make sure you know and can talk about the the services like the back of your hand. In addition, the Wellness Advisor is also responsible for ensuring all supplies are well inventoried, stocked and readily available at a moment's notice.

We're looking for someone that will contribute the the success of the company, not just take. This means that consistent membership conversions and service up-sells is key on your part. That's how we keep a financially healthy budget.

By ensuring you fulfill your role within the clinic every single day the massage team, service providers and management can perform their duties to the best of their abilities without **distractions or front desk concerns** and at a high level of quality. This is what has made our clinic unique and successful for over 20 years.

Job Description and Position Overview

The Wellness Advisor manages all front desk operations as set by upper management, and contributes to a positive and productive environment.

In addition, the Wellness Advisor checks in all clients, assists team with client management and equipment sanitation and set up.

Support and seek always to fulfill the Core Values of the clinic. Learn more about our core values on our website at www.rejuvenatetherapeuticmassage.com

ESSENTIAL FUNCTIONS:

1. Meet client to membership conversion goals.
2. Meet up-sell goals.
3. Meet scheduling appointment scheduling goals.
4. Meet sales goals.
5. Member retention: Identifies all "at risk" members and takes a proactive role in assisting members with guidance and working with the lead therapist and upper management to ensure client retains membership through a variety of options.
6. Daily preparation of all clinic areas to ensure supplies are in place and readily available.
7. Maintain accurate client filing system daily.

8. Ensure all equipment is in place and ready to be used as needed, to include infrared sauna, hydrocolator and other areas.
9. Provide for the safety of clients and co-workers. Always attend to a safety hazard or potential safety hazard immediately. Assume responsibility for the orderliness of the learning environment and in the appropriate and safe use of facilities and equipment.
10. Ensure cleanliness of all clinic areas and equipment.
11. Continuing education: Seeks to constantly improve industry knowledge and techniques through different professional improvement avenues. Maintains competency and currency in the subject matter as it relates to position, role, duties and performance.
12. Attendance: Maintain a schedule that allows for daily attendance and meet assigned work hours as indicated by upper management to include set and additional schedules as needed.
13. Prepare and present workshops and educational sessions
14. Listen to clients and co-workers in an effort to resolve conflicts and establish good communication. Understand, follow and enforce scheduling and membership policies.
15. Effective on-line communication- communicate professionally at all times with clients, co-workers and upper management.
16. Maintain client privacy and confidentiality.
17. Maintain co-worker confidentiality.
18. Perform other work-related duties that are assigned.
19. Maintain confidentiality standards, privacy standards and HIPPA standards.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

1. Must be CPR/First Aid certified.
2. Must possess good presentation skills and ability to speak in public.
3. Strong verbal and written communication skills, plus analytical, organizational, interpersonal, and problem- solving skills.
4. Proficient computer skills.
5. Ability to read, write, speak, and understand English fluently.
6. Must be customer service driven.
7. Ability and willingness to comply with policies and procedures.
8. Ability to use discernment objectively and consistently.
9. Ability and willingness to contribute and maintain a positive professional workplace.
10. Ability to correctly use & sanitize all equipment and tools within the facility.
11. Must have a valid driver's license and minimum legal insurance coverage on a personal vehicle.
12. Knowledge and implementation of the company's core values.
13. Occasional travel is required.

COMPETENCIES REQUIRED:

1. Communication Proficiency.
2. Computer skills
3. Time Management & Organizational Skills
4. Presentation Skills.
5. Current CPR/First Aid Certification

Work Environment

Massage Therapy Clinic with related equipment.
Standard office reception with related equipment.
Standard computer area with related equipment.

Physical Demands

While performing the duties of this job, the employee is regularly required to talk and hear. This position is very active and requires standing, walking, bending, kneeling, stooping, crouching, typing and utilizing computers. The employee must occasionally lift and/or move items over 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

The above Job Description is not intended to be an all-encompassing list of responsibilities, skills, efforts, or working conditions associated with this position. It is intended to be a guideline reflecting the principal activities.

Print _____ Sign _____ Date: _____