

Receptionist required

Adam Kay Chiropractor is a friendly clinic based in Borehamwood, offering both Chiropractic and Osteopathic services enabling us to find the treatment that is most appropriate for every patient.

Adam Kay Chiropractor was founded in 2014; Adam trained at The University of South Wales and is registered with the General Chiropractic Council, British Chiropractic Association and Royal College of Chiropractors.

We aim to relieve pain and enhance the health and wellbeing of our patients, ensuring they are functioning at their optimum. We offer the highest level of professional care in a comfortable and clean environment. We tailor and adapt our treatments to meet the individual needs of each patient.

Job brief

We are looking for a Receptionist to welcome and assist patients who visit our clinic and coordinate the front-desk and patient satisfaction.

To be successful as our receptionist, you should have a pleasant personality, as this is a customer service role. You should be reliable and friendly with a positive attitude towards work and perform well as part of a team. We require a good command of the English Language, both spoken and written. You should also be able to deal with emergencies in a timely and effective manner, while streamlining office operations. Multitasking and stress management skills are essential for this position.

This role may require working in shifts, so flexibility is a plus.

Ultimately, a Receptionist's duties and responsibilities are to ensure the front desk welcomes patients positively, and executes all administrative tasks to the highest quality standards.

Responsibilities

- Greeting and welcoming patients as soon as they arrive at the clinic
- Answering, and dealing with incoming phone calls and emails, providing accurate responses
- Contacting patients as requested by the practitioners
- Booking appointments and general diary management
- Ensuring reception area is tidy and presentable
- Taking payments, producing and sending invoices as required
- Having a smiley face to greet all patients and ensure their experience is good enough to talk about and recommend us to others.
- Ensuring patient confidentiality and adhering to the Data Protection Act
- Use of Clinic diary system (training provided)

Skills

- Proven work experience as a Receptionist, Front Office Representative or similar role is highly advantageous
- Hands-on experience with office equipment (e.g. computers and printers)
- Working knowledge of Word and Excel
- Professional attitude and appearance
- Good written and verbal communication skills
- Ability to be resourceful and proactive when issues arise
- Excellent organisational skills
- Multitasking and time-management skills, with the ability to prioritise tasks
- Good customer service attitude

Training will be provided, salary dependant on experience £10-£12 per hour.

To apply please email joanne@adamkaychiropractor.co.uk with your CV and cover letter.