

Gonzales Healthcare Systems - Job Description

Job Title: Rejuvenate Front Desk Clerk	Department: Rejuvenate Med Spa
Employee Reports To: CEO	Employee Supervises: N/A
Exempt/Non-exempt Status: Non-Exempt	Employment Status: Full-time / Part-time
Employee Signature:	Approval:
Date:	Date:
Position Summary	
<p>Provides Rejuvenate MedSpa with Administrative support which is not limited to but, includes Clerical support of the day to day operations such as answering telephone calls, scheduling appointments and collecting fees for services. Maintains current client accounts including proper billing and collections of service records. Answers and transfers calls. Assists with stocking shelves with products and a variety of other duties needed. Employee is required to assume responsibility without constant direct supervision. The ability to comprehend and follow routine written or verbal instruction or directions.</p> <p>Employee must be enthusiastic and possess excellent customer service skills. Employee must enjoy working with people and possess a friendly and outgoing personality.</p> <p>OSHA Bloodborne Pathogens III.</p>	
Position Qualification	
Education & Licensure	High School diploma or equivalent preferred
Experience	<p>Previous experience in customer service preferred</p> <p>Computer Skills and experience required.</p> <p>Ability to work independently required</p> <p>Effective oral and written communication skills and demonstrates appropriate time management skills.</p>
Physical Requirements	<p>Intermittent sitting, prolonged periods of standing and walking. Frequent bending, stooping, and reaching. Must be able to perform proper physical demonstrations with weights and equipment for clients. Average lifting of 25# from the floor to waist, 50# surface to surface, 15# overhead. Carrying of 40# up to 80 feet and pushing and pulling with 50# force while moving equipment.</p> <p>Perform all physical aspects of the position, including frequently moving around, bending, reaching, and lifting up to 50 pounds at a time.</p> <p>Ability to recognize and react calmly and effectively in hazardous/ dangerous situations.</p>
Technology Requirements	
GHS Information Systems	<p>WEBSITES:</p> <p>Brightly</p> <p>Health.edu</p> <p>GDrive</p> <p>UKG</p> <p>Club Automation</p>
Access Control	
Physical Access	<p>AC-EVERYONE</p> <p>AC-THRIVE</p>

Section 1. Core Behaviors – All Staff
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	Organizational Commitment
1	Demonstrates a professional demeanor
2	Is committed to GHS's Mission, Vision, Values
3	Complies with Gonzales Healthcare Systems and departmental Policies
4	Demonstrates commitment to enhancing how GHS is viewed by others
5	Adheres to Attendance & Punctuality Policy
B	Customer Orientation
1	Advocate of the diverse needs & cultural values of ALL
2	Provides attentive service to ALL
3	Demonstrates respect, sensitivity & care in ALL
4	Protects confidentiality and privacy of ALL
5	Adheres to current GHS's Customer Service Standards
C	Performance Focus & Self Management
1	Organizes & prioritizes work duties
2	Works toward the continuing growth/development of staff
3	Sets & tries to surpass personal & work goals
4	Is aware of one's impact on others
5	Is flexible & adapts positively to new, different or changing situations
6	Asks questions, is informed & acts according to GHS's standards
7	Incorporates the PI plan principles into daily activities
8	Adheres to laws and regulations applicable to job function
D	Team Orientation
1	Acts to work cooperatively with & helps other team members
2	Participates in projects & is a good team player
3	Recognizes and acknowledges others for a job well done
4	Considers coworkers views & recommendations
5	Extends team work behaviors to ALL
E.	Interpersonal Communications
1	Effectively communicates with others in an effort to create mutual understanding
2	Works to find resolutions to problems
3	Encourages two way communications
4	Maintains focus on issues rather than personalities

Section 2. Department Specific Duties and Responsibilities	
A	Essential Duties & Responsibilities
1	Answers all incoming telephone calls for Rejuvenate
2	Makes appointments and maintains schedules for all technicians
3	Assists customers with product sales.
4	Helps coordinate all MedSpa Events
5	Stocks the showroom with products and maintains appropriate inventory of all supplies and products
6.	Performs other duties as required
B	Infection Control Duties and Responsibilities
1	Follows Infection Control guidelines and policies for Gonzales Healthcare Systems.
C	Safety Duties and Responsibilities
1	Follows Safety guidelines and polices for Gonzales Healthcare Systems.