

CLINIC COORDINATOR JOB DESCRIPTION

Job Title: Clinic Coordinator
Reporting to: Clinic Manager

Our Vision & Mission

DestinationSkin is a national chain of registered clinics specialising in non-invasive, advanced skin solutions. With an incredibly strong culture our vision for both our clients and our employees at DestinationSkin is to be "You At Your Best". We want our employees to be the best they can be and to help our clients achieve the same through our tireless mission in **educating and inspiring women and men to adopt advanced skin solutions that work.**

Role Description

- To provide high quality reception and administrative services
- Ensure telephone enquiries are handled courteously & professionally
- To promote Destination Skin products and services

Key Skills

Communication skills

- Confidence to recommend products and treatments
- Pride in his/her appearance
- Openness friendly and professional manner

Key Responsibilities:

- To greet clients, ensuring that they are made to feel welcome and deal with their enquiry in a professional and courteous way.
- To ensure all clinic procedures are adhered to and completed in a timely manner in line with clinic needs
- To answer the telephone in the clinic politely and in accordance with company procedures, deal with all enquires including referring to other team members and making and adjusting bookings for treatments.
- To maintain client records in accordance with company procedures and data protection requirements, ensuring discretion and confidentiality at all times.
- To maintain and manage clinic booking system in adherence with company procedure
- To promote Destination Skin products and services, maximising opportunities for sales and referrals.
- To take payments for clients after their treatments and to ensure cash handling procedures are followed.
- To receive incoming mail, open and distribute as required by the Clinic Manager.
- To order and maintain stationary, in-house literature and other supplies as required for the clinic.
- To operate a variety of standard office machines, including a personal computer and variety of relevant software, including clinic booking system, telephone, fax, shredding machine and photocopier.
- To undertake general administrative and support to the clinic as required by the Clinic Manager.
- To manage cash, petty cash, daily accounting, banking and payment systems in accordance with company policies and procedures.
- To assist at any other Destination skin Clinic as a Clinic Co-ordinator as required on a temporary basis

1st Floor Lancaster House, Edison Park, Hindle Way, Swindon, SN3 3RT
T: 0845 1258415 F: 01793 480642
www.destinationskin.com

- To maintain working areas and equipment in accordance with health, safety, hygiene and general housekeeping standards at all times.
- To carry out any reasonable duties required by DestinationSkin management

Qualifications/ Requirements

- Customer Service training/experience
- Good level of General education, including Numeracy, English, IT (Grades A-C)
- Ability to enter Data accurately, record keeping, ability to use Word, Excel, Email, Internet, and in house systems.
- Ability to communicate effectively at all levels and establish sound working relationships.
- **Desirable:**
- Previous beauty treatment experience.
- Sales Experience ideally in retail environment.
- Good working knowledge of beauty & Aesthetic Industry.

KPIs

- Customer Service feedback
- Redemption targets met
- New Customer growth
- Repeat bookings
- Behaviours meeting the brand values
- Deliver brand values

Our Company Values

Our employees should demonstrate our company values every day to both their colleagues and our clients

PERSONABLE	Personal, approachable, closeness, amiable, affable, amicable
ETHICAL	Honest, moral, genuine, principled, real
CONFIDENT	Sure, certain, proud, self-esteeming, assured
PASSIONATE ABOUT RESULTS	Enthusiastic, energetic, eager, competitive, confident in our ability