**FT Front End Administrator**

**Objective:** Welcome clients by greeting them in person or over the phone. Listen to clients’ needs and match them with the therapist that best fits when booking sessions. Be attentive to clients and offer an inviting, clean, calm atmosphere.

**Hours of Operation:** Mon-Sat 9a-7p and Sundays 10a-5(7)p

Schedule: Sun 930a-630p. Mon, Wed and Thursday 830a-7p .

½ hour lunch break

**Pay:** $15/hr

**Payday:** Weekly every Wednesday

**Duties:**

The receptionist is responsible for scheduling massages for clients in a professional manner with necessary requests and requirements noted, checking clients in and out, and ensuring the necessary intake paperwork is filled out. Other duties include but are not limited to: data entry, other paperwork, filing, printing forms, making copies answering phones, replying to voice mails and emails, text messages and instant messages, selling and mailing gift certificates, taking payments, counting cash drawer, rescheduling clients, assisting in insurance claims, separating tips, room assignments for therapists, cleaning, wiping down front desk glass after most clients, delegating cleaning when applicable, keep therapists from gathering at front desk, laundry, sweeping, moping, windows, mirrors etc.

The main goal is to greet everyone who enters the building in a welcoming and friendly manner. Always be available to welcome clients/answer phones/direct incoming traffic.

**Skills:**

The receptionist should be proficient in the scheduling software, Microsoft Word, and Microsoft Excel. They should know how to use a smart phone, on the job training provided, maintain a professional manner and good, clear communication with clients and staff, and be friendly and courteous.

**Relationships:**

The receptionist is an employee of Royal Table Massage Therapy and reports the General Manager. Receptionists do not work for Therapists.