

Job Description – Receptionist – Ohana Therapeutic Massage

Our Mission: Providing hope and healing to those suffering from chronic pain and stress; by offering a variety of massage and bodywork techniques, true healing can occur.

Our Vision: Positively touching lives to help create the healthiest, happiest version of you.

Your Duties and Responsibilities

- **Have complete knowledge and understanding of all services and products offer.**
- Actively promote Ohana Therapeutic Massage, treatments/services and retail products, as well as programs, promotions and/or discounts available to current and potential clients.
- **Effectively schedule sessions and accept payment for client sessions.**
- Assist in marketing strategies; including but not limited to assembling promotional materials, client postcards/letters.
- **Maintain client confidentiality.**
- Document client data and payment methods.
- **File paperwork.**
- Clean and maintain office as needed; including but not limited to: laundry, vacuuming, dusting, garbage removal, etc.
- **Responsibly handle cash flow to ensure correct cash box balance at end of shift.**
- Be available the hours you are hired to work and being flexible when possible to support the needs of our clients and coworkers.
- **Handle guests' questions and concerns professionally and courteously, providing accurate, appropriate and immediate responses to all requests.**
- Develop and maintain positive and professional relationships with clients and coworkers.
- **Care for equipment and tools around office to assist with cost control.**
- Keep work area and outlying areas of massage therapy clinic clean and free of clutter to guarantee a comfortable guest experience.
- **Maintain a positive attitude and contribute toward a quality work environment.**
- Regularly attend, participate in and support training and staff meetings.
- **Assist in other areas of operation as requested by management when possible.**
- Communicate regularly any changes, problems or other issues at Ohana Therapeutic Massage with the appropriate staff.

Position requirements:

- Must enjoy interacting with people.
- **Bring your whole heart to work and be ready to share POSITIVITY with our clients every day.**
- Excellent communication and listening skills.
- **Be able to handle a wide variety of people and tasks simultaneously while maintaining outstanding customer service.**
- Effectively communicate via phone, text and Facebook messenger with clients.
- **Be willing and able to learn a computer software system.**
- Positive attitude and willingness to go a step beyond what is required to give clients an amazing experience every time.

- Be able to prioritize and organize assigned tasks.
- **Remember you are here to help the clients, not the other way around.**
- Must have enthusiasm and possess excellent “can do” customer service skills.
- **Must be a team player who is willing to help others and the business do their best and succeed.** This means treating every client with respect, doing what needs to be done, and helping create an extraordinary experience for everyone at Ohana Therapeutic Massage.
- **No drama! No gossiping, no personal problems brought to client’s attention.** This also means you are able to commit to the shifts you are scheduled, are early and prepared for every shift, provide a high level of client focused service and care, clean up after yourself and do unto others as you would have them do unto you. In other words, leave things as good as you found them at a minimum.
- **No dishonesty.** Say what you mean, mean what you say. Take only what is yours. Respect all business and client information as confidential and proprietary to Ohana Therapeutic Massage.
- **Possess the ability to work without direct supervision.**
- Have a neat and profession look, attire and language in accordance to Ohana Therapeutic Massage policies and procedures.
- **Willingness to engage clients about their goals and needs, offer the best treatment or therapist for them, and discuss plans for their return or ongoing wellness.** This includes re-booking, suggesting packages/programs, sharing products, offering referrals, etc.
- **Did we mention loving what you do???** ♥

Now the Good Stuff – Benefits

Service Compensation

- **Basic hourly rate** – based on experience, education, and value you bring to Ohana Therapeutic Massage. Base wage starts at \$10/hour.
- Opportunity for **pay increase** pending employee review and performance.

Note: Ohana Therapeutic Massage pays on a bi-weekly schedule. Payroll is on a one week delay from pay period end (on a Saturday). As an employee, taxes are removed from your paycheck and submitted on your behalf.

Other benefits

- After 3 months of employment, front desk staff receives a **complimentary one hour of massage** every month.
- **10% off product purchase**
- Positive and uplifting workplace 😊
- **Be in a place you are wanted, doing what you love, with people who care!**