**Title of Position:**  Massage Clinic Receptionist

**Division/Department:** CD&H

**Job Duties**

* Check phones three times a week to book appointments and call clients back to confirm appointments. Ensure when possible that all therapist see at least one client per week.
* Fill in appointment book for the semester with student names and times.
* Compile inventory list to determine any shortages on anything.
* Verify/alter recorded phone message to ensure clients are hearing accurate info
* Stay up to date with outreach info and relevant clinical information (dates, holidays, pricing) as clients ask often
* Manage booking issues and complaints.
* Fill up spray bottles.
* Laundry duties for three days per week of clinic – approx. 20 loads per week.
* Folding and organizing linens in cupboards.
* Managing laundry for outreaches and separate offsite clinics
* Monitoring safety and upkeep of all Massage Therapy equipment ie. Hydroculators, Thumpers, Paraffin Wax baths, specialty cushions

**Qualifications**

* Organizational Skills
* Customer Service Skills
* Able to multi-task
* Good understanding of the Massage Therapy field
* Must participate in a brief orientation session and participate in ongoing staff training

**Additional Information ie special equipment or travel**