



Part Time Client Care Assistant

Description

Part time position in busy family-centered Gemmotherapy/ Homeopathy practice serving both local and long distance clients. Provides assistance with wide range of administrative tasks listed below. Initial position is Tuesday-Thursday, 9am-2pm. Must have reliable transportation, cell phone, professional appearance/ demeanor, and be at ease with regular face-to-face client interactions as well as via email and telephone.

Applicants must submit a cover letter stating their interest/ experience in the practice of natural health therapies, along with a current resume and two personal references who can speak to suitability for the position. More information on Lauren Hubele and the practice may be found at www.LaurenHubele.com. Preliminary phone interviews will begin Monday, October 9, 2017.

Daily Work Activities

- Act as "Host" and be available for clients throughout shift
- Provide ongoing email and telephone support
- Perform general office tasks (scanning, printing, filing, mailing, etc.)
- Manage client appointment scheduling and Lauren's daily schedule
- Setup daily and maintain client comfort in office space
- Establish a familiarity with individual client details
- Establish a general knowledge of Lauren Hubele's practices and methods
- Receive client payments and manage invoicing as needed
- Manage daily To-Do lists of client, office, and practitioner needs

Skill Requirements

- Unquestionable trustworthiness regarding client confidentiality
- Positive, pleasant, welcoming, understanding, and helpful in all communications
- Calm and quick thinking when unexpected client issues/ requests arise
- Thorough and organized approach to work
- Takes pride in a combination of accuracy and efficiency in work
- Current proficiency and confidence in online office file organization through Google Drive and Dropbox
- Current proficiency in establishing and following offline/ paper filing for client, office, and practitioner needs
- Ability to become proficient and manage all appointments, scheduling, and client data through Full Slate software
- Ability to become proficient in creating meetings through Zoom online conferencing
- Ability to become proficient in 3D Cart eCommerce software
- Ability to become proficient with invoice tracking and payment processing through PayPal, 3D Cart, Stripe
- Ability to learn and manage project tracking and team assignments through Asana