

ADMINISTRATION AND MARKETING

CLIENT EXPERIENCE OFFICER: THE REAL CEO OF THE BUSINESS!

Are you looking for a supportive and driven team environment? Do you see challenges as an opportunity to learn? Are you ready to develop your personal and professional skills to excel at your job?

We have the perfect position for you!

THE COMPANY Bodytrack Exercise Physiology is a private Exercise Physiology clinic, with a well-established clientele and reputation at the forefront of the industry. We work with a team-first approach to provide the support that staff need to be the best people and employees they can. Our proven business model and management structures are designed to ensure all staff achieve long term success and growth.

THE POSITION A casual position is available provide exceptional customer service to a wide range of clients and support a growing team of Exercise Physiologists. The desired candidate will exude professionalism, show genuine concern for others, is continually improving and will always go above and beyond. The position will suit an outgoing, empathetic, people-person, with a growth mindset who is looking for an opportunity to use their curiosity and innovation, absorb feedback, and be inspired by the success of others. An organised, self-assured and proactive nature will see you quickly develop your skills and grow into a pivotal member of our team.

You will have the opportunity to work across two private clinics which are both situated in state-of-the-art facilities, with access to full amenities, on-site parking, and a café. You will be creating an environment and experience for clients that contributes to the overall optimisation of their health and lives.

JOB DESCRIPTION The role is a variety of client experience, administration and marketing duties, which include:

- Ensuring the practice runs in an efficient and enjoyable manner
- Managing client bookings and practitioner schedules
- Processing payments, health fund and insurance claims
- Responding to client enquiries and lead conversion
- Contributing to marketing campaigns, social media content, events and client engagement

THE BENEFITS Surround yourself with a team of driven health professionals and support staff who passionately advocate for exercise as medicine, encourage a positive culture and promote work-life balance. You will have access to the gym for your own training, enjoy weekly staff exercise sessions, and benefit from the guidance of our experienced exercise professionals.

Your drive and innovation will be rewarded with the opportunity for growth within the company to discover and pursue an area of interest or leadership. An education budget and mentorship program will build confidence and drive you to reach your full potential.

TO APPLY YOU MUST HAVE

- Outstanding customer service or client management experience
- Adaptability in a fast-paced work environment
- Exceptional time management skills and ability to multitask

Highly regarded skills/experience:

- Marketing, content creation, and social media strategy

APPLICATION PROCESS

If you meet the above requirements, please forward your Cover Letter and Resume to careers@bodytrack.com.au. Applications close 1st Feb 2019. Call 3870 4119 for more information.

Successful applicants will be notified by email to schedule formal interviews, which if successful, will progress to a practical interview.