

ADMINISTRATION & CLIENT MANAGEMENT

CLIENT EXPERIENCE OFFICER: THE REAL CEO!

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?

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.

Here's what our team had to say in our 2020 Team Wellbeing Survey:

- ✓ How likely you are to refer someone to work here? Average rating 100%
- ✓ How likely are you to reapply for your current position? Average rating 96%
- ✓ How happy are you at work? Average rating 100%

THE POSITION This is not a typical medical reception job! A casual or part-time position is available to provide an exceptional experience 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; someone with a growth mindset, who is looking for an opportunity to use their proactivity 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.

Bodytrack clinics are 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 includes a variety of client experience, administration and community engagement duties, which include:

- Providing a welcoming and supportive environment for clients
- Building genuine relationships with clients
- Managing communication between clients and practitioners
- Ensuring the practice runs in an efficient and professional manner
- Managing client bookings and practitioner schedules
- Processing payments, health fund and insurance claims
- Managing client enquiries
- Representing the company at community events

THE BENEFITS Surround yourself with a team of driven health professionals and support staff, who passionately advocate for exercise as medicine and are driven to make an impact. As an established, innovative, and rapidly expanding business, we provide you with support, education and mentorship to reach your full potential.

- Structured onboarding process and performance reviews
- Collaboration on work schedule to accommodate work-life balance
- Ongoing mentorship, career trajectory planning and support
- Access to the gym, weekly staff exercise sessions, and Exercise Physiology services
- All meetings and training included in work hours

Your drive and innovation are rewarded in our employee benefits scheme, which includes:

- An education allowance for professional development
- An employee wellbeing allowance
- Family & friends discounts
- Staff recognition and rewards system
- Anniversary and birthday celebrations
- Wellness Wednesday initiatives

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
- Experience in the health or medical industry

APPLICATION PROCESS

If you meet the above requirements, please complete the application on our website, attaching a Resume and Cover Letter.

Applications close 1st July 2020.

Email careers@bodytrack.com.au for further information. Successful applicants will be notified by email to schedule interviews, which if successful, will progress to a practical interview.