

CHIROPRACTIC RECEPTIONIST

POSITION SUMMARY

The Chiropractic Receptionist is responsible for providing customer-service and orientation for leads, prospective patients, and new patients to our office. The individual will play a leading role in assisting our ideal practice members and acclimating them to our culture as we help them achieve their goals. Ultimately, a successful position will provide excellent insight, execution, and collaboration with the president and team to create successful long-term relationships and growth.

ABOUT ACTIVE FAMILY WELLNESS CENTER (AFWC)

Our purpose/mission is to empower people through spinal and lifestyle adjustments to fulfill their purpose. We provide various chiropractic and wellness services to help people optimize their health with fewer medications and procedures. We are a performance-based organization in the transformation business. We seek to help transform 12,000 lives a year. Our core values are the foundation of our business and guide our hiring process: we are customer-service-focused, aligned, results-oriented, disciplined, and accountable. This company and practice operate locally, with plans to scale and inspire other locations. It is a company where you can achieve your personal, professional and financial goals working together.

PERFORMANCE OBJECTIVES:

- The Chiropractic Receptionist is responsible for accomplishing the following objectives:
- Prepare office for a remarkable practice member experience.
- Greet and Communicate to practice members and team in friendly and sincere manner.
- Convert leads and prospects into practice members.
- Assimilate new members into the company's processes and strategies for maximum success.
- Represents the company to chamber, organizations, vendors, and community.
- Assist providers and team members with enrollment, sales, and renewals.
- Adhere to the law and the company's policies, including following scripts.
- Other job duties as assigned.

CAPABILITIES/KEY COMPETENCIES:

- Exceptional customer service
- Negotiation skills
- Sales and procurement skills
- Able to formulate and present strategy
- Networking and community outreach
- Written and verbal communication skills
- The ability to observe and discern body language and people's reactions
- Proficiency with Microsoft Suite, Gmail, Email, Canva, social media, and other common software platforms
- Promotion of process improvement

EDUCATION AND EXPERIENCE:

- Sales and procurement experience is a plus
- Competency using ZoHo CRM is a plus
- Prior receptionists in an office or medical practice
- Minimum 3 years experience in customer service
- Required experience: processing transactions, handling large amounts of money, and customer service in an office setting.

PHYSICAL REQUIREMENTS:

- Prolonged periods of sitting at a desk and working on a computer
- Moderate periods of walking and standing at community and networking events
- Endurance to deliver presentations to groups and dress professionally
- This position will require minimal to moderate travel (up to 30%).

COMMITMENT TO DIVERSITY:

As an equal opportunity employer committed to meeting the needs of a multigenerational and multicultural workforce, Active Family Wellness Center (AFWC) recognizes that a diverse team reflective of our community is an integral and welcome part of a successful and ethical business. We hire local talent at all levels, regardless of race, color, religion, age, national origin, gender, or disability, and actively foster inclusion in all forms, both within our company and across interactions with practice members, candidates, vendors, and partners.

LOCATION AND SCHEDULE:

- 4120 N. Collins St., Ste 200 Arlington, TX 76005
- Office hours are Monday–Thursday, 8 a.m.–6 p.m. May require some Friday hours for special projects, travel, continuing education, or team retreats.

COMPENSATION:

\$18-\$25/hr starting pay + bonuses, training/personal development, and chiropractic care

CALL TO ACTION:

If this position caught your eye, send us your resume! For best consideration, include the job title and source where you found this position in the subject line of your email to kenyongodwin@gmail.com Already a candidate? Please connect directly with your recruiter to discuss the opportunity.