

# Customer Service Manager & Receptionist

## Job title: Customer Service Manager

**Vacancy Type:** Full-time (part-time considered)

**Hours Between:** Variable hours, Monday – Friday: 8am – 7pm

**Contact Officer:** Kate Freeman 0403 830 439 / [kate.freeman@healthyeatingclinic.com.au](mailto:kate.freeman@healthyeatingclinic.com.au)

**Location: Canberra office:** Onsite job (not a remote position)

**Salary:** \$65,000 - \$75,000 based on experience.

### **ABOUT US:**

The Healthy Eating Clinic is Canberra's premium nutrition and dietetics practice, offering services based on proven nutrition advice to help our clients eat well and maximise their health.

### **OUR VISION:**

We exist to set people free from food stress and teach them how to eat well for the rest of their lives.

### **OUR VALUES:**

Push Boundaries, Exceed Expectations, Care and Support, Communicate, World's Best Practice, Love Food, Enjoy the Journey

### **EXTRA STUFF WE OFFER:**

- Gym membership.
- Laptop.
- Free parking.
- A wonderful and supportive team culture.

### **ABOUT THE ROLE:**

The Customer Service Manager is the glue that holds us all together. The role reports directly to the practice manager. It includes looking after the customer service team members (receptionists), assisting the practice manager with business admin tasks and manning reception to provide our clients with a great experience with our allied health practitioners. The Customer Service Team is a vital element to the success of our business and the key players in keeping things running smoothly.

Most of your hours in this role will require you to be manning the reception desk. You will be responsible for booking appointments, taking payments and providing administrative support to our allied health practitioners and management team. Other responsibilities include keeping the clinic clean and tidy, reporting and record-keeping, and assisting the allied health practitioners in giving our clients the best experience possible.

Your management responsibilities will include rostering the casual reception team, approving timesheets, assisting with recruitment and training, and ensuring that the business policies and procedures are being followed and that the Customer Service Team is providing excellent service to our clients.

Your business admin responsibilities will include bank reconciling, following up unpaid invoices, managing the debt collection process, assisting with policy and procedure creation, social media, NDIS admin, Medicare audits and other tasks as required by the practice manager.

**To be considered for this role, you must be able to work flexibly alongside the casual receptionists so that the office hours of the business are covered with reception support between the following hours:**

**Monday: 8am – 7pm**

Tuesday: 8am – 7pm  
Wednesday: 8am – 6pm  
Thursday: 8am – 6pm  
Friday: 8am – 5pm

### **ABOUT YOU:**

We're looking for someone friendly, organised, with excellent attention to detail and is keen to join a collaborative team committed to growing The Healthy Eating Clinic as Canberra's specialists in nutrition and dietetics. We have big goals, and we'd love a special kind of person to help us achieve them!

What we're looking for:

- Experience in customer service or reception is essential.
- You'll delight our clients with smiles and efficiency and make all the touch points of our business easy to deal with.
- You'll love 'to-do' lists and that internal high-five feeling you get when you tick them off.
- Spreadsheets get your creative juices flowing, and procedures are the holy grail of what you do.
- You're a hard worker who loves getting stuff done, and you'll love the appreciation we'll shower on you for helping keep our fast-growing, small business thriving and going from strength to strength.
- You'll delight in managing our appointment book with attention to detail, a friendly conversation, and a prompt phone call whenever it's needed.
- You've got exceptional attention to detail and love a job well done. Data entry, writing emails and formatting documents are a breeze for you. You're familiar with the Microsoft Office suite, and if you have previous experience with client booking systems that's even better!
- You're also a fast learner and keen to learn basic website content edits, marketing admin and basic bookkeeping. If you already know this stuff, ooof, that's even better.
- You're able to enforce policies and procedures and don't shy away from a difficult conversation when required which you handle with grace and decorum.
- When given a task you're prompt, thorough and you're always ready to admit when you're not sure or need some further direction or help.
- Above all else our values resonate with your core values. Integrity, honesty and teamwork are your guiding stars, and you take great pride in seeing your teammates succeed around you.

### **HOW TO APPLY:**

Please submit the following to [kate.freeman@healthyeatingclinic.com.au](mailto:kate.freeman@healthyeatingclinic.com.au) by Sunday 16<sup>th</sup> of March 2025.

- A short cover letter addressing the points we're looking for above and why you'd be a good fit for the role.
- Resume

*Please note: we are not accepting recruitment agency contact/candidates for this position. We will consider direct applications only.*