

# Receptionist

## Job title: Customer Service Team Member

**Vacancy Type:** Part-time – 22 hours per week, plus covering leave as needed.

**Hours Between:** Monday to Thursday 1:45pm- 5:45pm. Friday 7:45 – 4:00pm.

Leave cover shifts may vary from 7.45am – 5:45pm Monday to Friday.

**Contact Officer:** Melissa Camp (02) 6174 4663 / mel.camp@healthyeatingclinic.com.au

**Annual salary:** \$31,800 - \$36,400 (0.58 FTE), depending on experience.

### **ABOUT US:**

The Healthy Eating Clinic is Canberra's premium nutrition and dietetics practice. We offer a range of 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 life.

### **OUR VALUES:**

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

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

- Gym membership.
- Free parking.

### **ABOUT THE ROLE:**

As a receptionist, you will be a member of our Customer Service Team. The Customer Service Team is a vital element to the success of our business and the key players in keeping things running smoothly. In this role, you will be responsible for booking appointments, taking payments and providing administrative support to our dietitians and management team. Other responsibilities include keeping the clinic clean and tidy, reporting and record keeping and assisting the dietitians in their roles to give our clients the best experience possible.

**To be considered for this role, you must be able to work afternoon shifts, finishing at 5:45pm.**

**Availability on Monday through Thursday afternoons and Fridays is essential. It is also preferable that you have the availability to work morning shifts from time to time to cover leave.**

### **ABOUT YOU:**

We're looking for someone who is organised, has 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 preferred but not essential.
- You'll delight our clients and members with smiles, 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 some customer service or reception experience behind you. 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 a bonus!
- 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 [melissa.camp@healthyeatingclinic.com.au](mailto:melissa.camp@healthyeatingclinic.com.au) by Sunday 21<sup>st</sup> of September 2025.

- A short cover letter outlining your availability and your interest in the position.
- Resume

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