

# REVIVAL

THERAPEUTICS & PERFORMANCE

## Clinic Experience Specialist

**Are you looking to be a part of a team and feel valued?**

**Position available:** Receptionist, Front desk

**Employment:** Contractor/Employee, Part-time/Full Time, **Permanent**

**Anticipated start date:** May 1st, 2022

### WHO WE ARE

**Revival Therapeutics & Performance** is a clinic that provides a positive environment for individuals to understand their bodies, overcome their limitations and take control of their health. Our services combine individualized manual and exercise therapy to effectively enable clients to achieve pain-free living while improving overall health and wellness regardless of their starting point. Our therapy philosophy is to provide a 1:1 full-body approach to healing. We offer a comprehensive solution for achieving a pain-free, active lifestyle while removing the dependency on treatment. We help frustrated individuals that have lost hope in the healthcare system to find long-term solutions and understanding of their chronic pain through education and treatment.

**Company website:** [www.builtbyrevival.com](http://www.builtbyrevival.com)

**Clinic location:** 108, 120 2nd ave NE Airdrie, T4B 2N2

### Core Values:

- Collaboration
- Community
- Culture
- Communication

### WE ARE THE RIGHT FIT FOR YOU

If you:

- Are looking for a supportive and permanent position
- An action taker that is highly motivated to improve, always seeking to solve problems, answer questions and better your work
- Care deeply about ensuring positive client interactions and experiences
- Hold high standards for communication and work ethics
- Have positive, friendly energy that works well with people and contributes to a collaborative work environment

# REVIVAL

THERAPEUTICS & PERFORMANCE

- Have a genuine interest in helping others reach their goals and beyond
- Are passionate about the work we do, the services we offer and can clearly communicate the long term value to our clients
- Have 1+ years of experience working in a health care-related facility
- Are motivated, enthusiastic and passionate about building the company's brand and growing within the company
- Are legally approved to work in Canada and have means of transportation to attend work. This role is in person
- Prioritize your own physical and mental health so you can show up as your best version in the workplace
- Demonstrate exceptional communication with clients and team members
- Value a non-competitive team philosophy focused on providing clients and team members with the best support possible for their concerns and goals. **Only team players may apply.**

To be successful as a clinic experience specialist, you need to demonstrate forward-thinking, the ability to multitask, and have a strong interest in learning. Ultimately, a top-notch clinic experience specialist needs to be highly organized, calm under pressure, and equipped with proven customer service experience, and strong analytical skills. Professionalism is expected and you will need to consistently demonstrate excellent communication skills in person, electronically and over the phone.

## Assets

- Management experience in health/medical clinic is highly recommended
- Basic knowledge of the health and medical field
- Basic knowledge of anatomical and medical terms
- Efficient and knowledgeable with MVA, WCB, and Private Insurance claims
- Experience with Jane booking system
- Experience in bookkeeping

## WHAT WE OFFER

- A professional, supportive and stable work environment prioritizing personal and professional growth
- Loyalty and performance-based bonus opportunities
- Potential for full-time schedule (30-40 hours per week) with flexible scheduling and additional hours available
- Flex/Wellness Days
- Free Parking
- Great Team Environment that is honest and transparent
- Discounted in house treatments to ensure you're operating at your best

pg.2

(continued)

# REVIVAL

THERAPEUTICS & PERFORMANCE

- Revival Branded Staff Gear
- Team building events
- Welcoming and caring, management team
- An autonomous work environment with the opportunity to create and take lead on projects
- Potential to transition from contractor to employee which includes additional benefits

## WHAT YOU'LL DO

The responsibilities and duties of this position included here are representative of those that this individual is expected to perform. This is not a comprehensive list and other duties may be assigned from time to time.

- Welcome all individuals into the clinic by providing exceptional customer service and hospitality in line with Revival standards
- Introduce and educate new clients to our services and products offering clear, on-brand messaging via phone, walk-in, and written communication
- Inform patients of clinic procedures
- Manage client flow to ensure appointments run on-time
- Answer all incoming communication and deal with inquiries
- Constantly monitor and manage the clinic schedule including implementing best practices around therapists' shift optimization, initial booking strategy and waitlist management
- Determine client needs and schedule appointments according to established protocols
- Safeguard client privacy and confidentiality
- Assist clients in completing all necessary forms and documentation
- Complete checkout process and collect payment accurately
- Ensure all claims, invoices, transactions are submitted and recorded accurately
- Provide consistent notes for seamless service to each client
- Consistently monitor and maintain clinic organization and cleanliness
- Engage in any tasks related to client follow-up, business development or marketing initiatives as assigned

# REVIVAL

THERAPEUTICS & PERFORMANCE

- Maintain consistent communications with clinic staff to external medical professionals
- Share insights from daily shifts, therapists, report statistics and client feedback to clinic management as relevant
- Maintain stock and inventory list of clinic/office supplies to be ordered
- Work with the clinic management team to foster and develop new business and referral networks for the clinic as well as to maintain strong relationships with our current business contacts
- Take initiative on new projects to improve overall client experience and business operations

**If you chose to be a Clinic Experience Specialist to make a difference and create positive experiences for clients, please submit your detailed resume, cover letter, and reference letters to [info@builtbyrevival.com](mailto:info@builtbyrevival.com)**

**Only successful applicants with detailed submissions who fulfill all of the above requirements will be contacted to set up an interview.**