

Friday, October 10, 2025

Front Desk Position Available at Chelsea Acupuncture Clinic (PT, On-Site)

Company: Olo Acupuncture
Location: New York, NY
Compensation: 23

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Front Desk (Part-Time) — Olo Acupuncture, Chelsea (On-Site)

Olo Acupuncture is an acupuncture and wellness clinic in Manhattan's Chelsea neighborhood. Since 2011, we've served a diverse patient community. We're looking for a friendly and organized person to join our team

Schedule & Status

- Part-time: 8–24 hrs/week
- Shifts: 8 hours; 12 PM to 8 PM. Monday, Tuesday & Thursday are currently available.
- On-site: Chelsea, Manhattan (23rd Street, Between 6th and 7th Ave.)

Why this role matters

Our front desk team sets a calm, professional, and warm tone for all of our patients. You'll be the first point of contact for new patients and a steady presence for returning patients, keeping visits running smoothly, schedules on track, and communication clear— especially as plans change.

Must-Haves

- Compassionate, professional communication; clear writing and phone etiquette
- Grace under pressure; problem-solving mindset
- Reliable, punctual, and detail-oriented
- Comfort with web-based tools (Gmail, Google Drive/Docs/Sheets; quick learner on new systems)
- Ability to maintain a clean, organized physical and digital workspace
- Evening availability
- Openness to feedback and collaboration

Nice-to-Haves

- Prior front desk, medical office, spa/wellness, hospitality, or retail experience
- Familiarity with scheduling/EMR or POS systems (We use Jane App and can train)

What you'll do

- Warmly greet patients in person and by phone, responding promptly to voicemails and emails
- Check patients in; ensure profiles are complete (IDs, insurance cards, required forms)
- Educate new patients on processes and clinic flow; answer general questions
- Coordinate with practitioners; communicate patient status; keep schedules running on time
- Check patients out, take payments, and book follow-up appointments
- Receive deliveries; track and restock supplies and retail inventory
- Keep the reception area and shared spaces tidy and welcoming
- Room turnover, laundry, and other general cleaning tasks

Safety & Compliance

As a healthcare facility, we center the safety of our most vulnerable community members. Team members must follow clinic protocols and

applicable state/federal regulations, including COVID-19 and other vaccination requirements when applicable.

Compensation & Benefits

- Starting at \$23/hr (W-2)
- 401(k) eligibility after 12 months
- Scheduling flexibility within clinic needs
- Employee discounts on services and products
- Note: Medical/dental benefits are not available for this role at this time

To Apply (please follow these steps)

- Email PDFs of your resume and cover letter to info@oloacupuncture.com
- Subject line: Front Desk Candidate: [First Last]

In 5–7 sentences, include a brief note on: Tell us about a time when something went wrong at work or school—maybe a scheduling issue, a misunderstanding, or an upset customer/patient friend, or family member. What happened, how did you handle it, and what did you learn?. (This helps us understand your communication and problem-solving style.)

Please don't follow up—we're a small team. We'll contact you about next steps if it's a potential match.

Equal Opportunity

We welcome applicants of all backgrounds and identities. If you need a reasonable accommodation during the application or interview process, email us at info@oloacupuncture.com.

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