

Friday, June 30, 2023

Front Desk Coordinator

Company: Olo Acupuncture
Location: New York, NY
Compensation: \$21 - \$23

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Olo Acupuncture

Front Desk Position

Olo Acupuncture is a community acupuncture clinic prioritizing health and wellness equity in New York City. Our clinic centers staff and patient diversity; BIPOC and LGBTQIA+ individuals are strongly encouraged to apply.

Job Description:

We are seeking a customer service professional for our front desk team. The right candidate will excel at working with others, both in collaboration with and support of teammates, as well as being a welcoming and informative presence with patients.

This is a part-time position (10 - 20 hours range) with room to grow.

We're seeking a candidate who can cover a mix of shifts Monday - Saturday and has a combination of daytime, night and weekend availability. Weekend availability necessary.

The front desk at Olo acts as a patient's first point of contact, setting expectations regarding professionalism, friendliness, safety, and convenience. As a healthcare clinic, the front desk requires diverse skills, including cleaning and organizing, data management, striking up conversations with patients, and, as needed, occasionally navigating difficult patient experiences. Our ideal candidate is a gracious and friendly host who can be calm, poised, and confident under pressure. An independent work ethic, strong written and verbal communication skills, and the ability to receive and integrate constructive feedback are a must.

This job requires a mix of sitting for periods of time, as well frequent movement between reception and treatment rooms; lifting, moving, and unpacking of delivery boxes; squatting or bending to reach under tables, or occasionally adjusting legs on treatment tables; using a step ladder to reach higher shelves; cleaning as needed using a vacuum, mop or cleaning cloth on floors, counters, and treatment tables; folding sheets and scrubs.

As an acupuncture clinic, trace amounts of blood, sweat, saliva, etc, are often present. You will clean and disinfect treatment areas and tools that have been in contact with patients. PPE and cleaning protocols provided.

Responsibilities include:

Provide excellent customer service:

- Promptly answer phones, return voicemail & reply to patient emails.
- Schedule and reschedule appointments.
- Greet and check in patients as they arrive.
- Check-out patients and collect payment.
- Communicate our services and related information to patients.
- Explain the visit process to new patients, and communicate the course of treatment.
- Comfortable navigating any patient dissatisfaction with grace and empathy.
- Take excellent notes to pass along information to other team members.
- Solution-oriented, likes problem-solving; is flexible and willing to take on new tasks.

Maintain patient database:

- Manage profiles and forms for all new patients.
- Regularly review, identify, and correct discrepancies in patient contact records.

Provide support for practitioners:

- Maintain practitioner calendar & schedule.
- Communicate patient status to practitioners and maintain a smooth flow in the clinic.
- Keep the Clinic Clean & Tidy
- Keep the clinic neat and orderly-completing outlined tasks for opening and closing, between patients, and throughout the day.

To apply, email hiring@oloacupuncture.com with

- Resume
- Cover Letter

No phone calls, please.

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