

The position objectives are primarily to provide friendly and respectful service to our clients in a receptionist and retail assistant capacity. This includes reception duties, high level computer skills (Windows and PC), retail assistance, stock display and control and customer care. This is a multi-faceted role that requires many skills. You will join our busy and professional health clinic and yoga studio in Fitzroy North. The candidate must have reception and client care proficiency bringing a positive and friendly attitude to the role.

This role includes the following responsibilities:

- Reception duties: first point of contact with clients; taking appointments & bookings; managing enquiries; communication with staff;
- Booking and managing appointments and ensuring that these run effectively & professionally;
- Basic accounting: daily reconciliation; cash drawer management;
- Provide assistance to customers with retail service and sales;
- Contribute to the display and stock control of the retail area;
- Data entry & archiving;
- Environment management & upkeep including topping up of timetables & flyers;
- Preparation, attendance & contribution at meetings;
- Assist walk in clients with enquiries;
- Assist staff and work as a team with organisational activities and floor management tasks;
- Use MINDBODY Online for reception scheduling, sales, organisation of services & products;
- Create promotional material and sale boosting strategies for the retail section;
- Write short pieces for our newsletter.

You will demonstrate the following skills and experience:

- Strong customer service focus
- High level of organisational/time management skills
- Intermediate skills across Microsoft Office
- Touch-typing and computer skills
- Skills with Mindbody Online are looked at favourably
- Administrative experience, preferably in a support or customer-facing role
- Ability to work autonomously and remain focused in a fast-paced environment
- Knowledge of the complimentary health industry
- A mature minded, friendly approach with a desire to make this role your own - no task is too big or too small
- Experience and communication skills to assist customers/clients who have health conditions such as chronic illness, PTSD (trauma)
- Discretion, tact and ability to communicate with people of all ages and backgrounds
- Eftpos, Hicaps and banking skills
- Willingness to work on Saturday

This is a great opportunity to work within a great team and feel part of a positive and supportive environment which thrives on a high degree of professionalism. Hours (38hrs p/wk) will be between 8:30-6pm with varying shifts, including working on a Saturday. A salary package will be negotiated. This is a rewarding and interesting role within a growing business.

To apply, please send your CV and a cover letter addressing the selection criteria to Billie Atherstone; 391A St Georges Rd, Fitzroy North, 3068 or [billie@kundalinihouse.com.au](mailto:billie@kundalinihouse.com.au)

**Applications close December 12, 2017.** Please direct any enquiries to Billie on 0400 604 981.

Kundalini House is a thriving and busy Health clinic and Yoga studio in North Fitzroy with a focus on health, wellbeing and community. It has a close and professional team that offers:

Massage; Chinese Medicine Herbs and Acupuncture; Osteopathy; Hypnotherapy; Bowen Therapy; Naturopathy; Kinesiology; Ayurveda; Counseling, Trauma Recovery & Yoga: Prenatal; Kundalini Yoga; Hatha Yoga and Yoga Therapy and more.