

JOB OPPORTUNITY

RECEPTIONIST, RETAILER & EVENT CO-ORDINATION CASUAL POSITION

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. It is often a very busy work environment where you are asked to multitask. It can be a very fulfilling role as we strive to create a team environment where each person feels supported and valued. We are looking for a candidate with heart that will be the kind, supportive and a helpful face of Kundalini House.

Tasks will include, but are not limited to:

- Reception duties: first point of contact with clients; taking appointments & bookings; managing enquiries; communication with staff;
- Booking and managing appointments & classes and ensuring that these run effectively & professionally;
- Use MINDBODY Online for reception scheduling, sales, organisation of services & products;
- Event Co-ordination:
 - identify the objectives of the event and determine the requirements that must be met to accomplish those objectives (for example, facilities and services)
 - co-ordinate with marketing to promote the event
 - co-ordinate services (for example, catering, signage, displays, audiovisual equipment, printing, security) and deal with any problems that arise
- Basic accounting: daily reconciliation; cash drawer management;
- Provide assistance to customers with retail service and sales;
- Maintain smooth workflow in clinic, this includes basic housekeeping & laundry;
- Assist walk in clients with enquiries;
- 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 staff and work as a team with organisational activities and floor management tasks;

Essential Skills:

- Strong customer service focus,
- Keen attention to the upkeep of the clinic environment,
- 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,
- Capacity to de-escalate and sooth disgruntled or upset clients,
- 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. For some of your hours you will be expected to work independently at reception.

Hours (16-20hrs p/wk) will be between 8:30-6pm with varying shifts, including working on a Saturday. There will be the opportunity for this position to become a permanent part-time position.

This is an approximation of what the weekly hours would be.

- Wednesday 12-5:30pm (5.5hrs)
- Thursday 12-5:30pm (5.5hrs)
- Friday 12-5:30pm (5.5hrs)
- Saturday 9-1pm (4hrs)

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; Counselling, Trauma Recovery & Yoga: Prenatal; Kundalini Yoga; Hatha Yoga and Yoga Therapy and more.

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