

# JOB DESCRIPTION

# STHETIX

## Job Title

Laser Practitioner

## Main Purposes of Job

- To provide high quality clinic treatments including advanced facial products and treatments, skin peels and advanced laser hair removal
- To provide reliable reception and administrative support to the clinic
- To provide direct sales and customer care support to sales & customer care team

## Relationships

- Responsible to the Clinic Manager

## Primary Duties & Responsibilities

### Laser Practitioner

- Consult patients and provide advice regarding skincare products
- Deliver skincare treatments
- Deliver laser hair treatments

## Shared Duties & Responsibilities

### Administration

- Accept and direct incoming telephone calls, taking callers' details sensitively, discreetly and accurately
- Answer and deal with incoming telephone enquiries including handling appointment cancellations / re-schedule appointments
- Welcome patients and business visitors on arrival to the clinic and complete relevant paperwork / record arrival and departure of patients on computer system
- Offer, prepare and serve beverages to patients attending the clinic and business visitors
- Provide accurate information to patients about the company's products and services
- Liaise with staff and surgeons regarding arrival of patients and business visitors
- Engage in conversation with patients and keep them informed of potential delays whilst waiting to be seen by a practitioner
- Collect cash and electronic payments from patients and keep accurate records
- Maintain the reception area in a clean and tidy manner at all times
- Communicate with patients and business associates via email, telephone, SMS, letter and in person as required
- Perform housekeeping duties which include but are not limited to preparing reception for clinics, tidying, cleaning, waste management and keeping reception fridge stocked
- Maintain and develop existing and new customers through appropriate propositions, ethical sales methods and relevant internal liaison to maximise sales and to optimise business growth
- Use customer and prospect contact activities tools and systems and update relevant information held in these systems
- Assist team to optimise quality of service and customer satisfaction
- Prepare reception, consultation and treatment rooms with relevant stock and stationery prior to clinics
- Clean and restock consultation, treatment and laser rooms following consultations
- Use the in-house clinic software to perform administrative duties
- Perform routine office and administrative duties which include but are not limited to filing, stock checking, photocopying and uploading photographs
- Provide assistance to other members of staff as required

## General Duties & Responsibilities

- Attend staff meetings and training courses (in-house and external) as required
- Participate in rotas to ensure adequate staff coverage during opening hours of office and clinics
- Assist in the promotion of a fair and quality service that is sensitive and responsive to patients, business visitors and colleagues, ensuring adherence to company policies and protocols at all times
- Adhere to company policies and protocols at all times
- Uphold and positively promote equal opportunities in service delivery and employment practices
- Carry out health and safety duties
- Carry out any other duties which fall within the general areas of responsibility of this post
- To be responsible for delivering the highest standards of customer care

*The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.*

## PERSON SPECIFICATION

Post: Laser Practitioner

Salary £Neg plus commission

Working hours: Part-time to be agreed (Monday to Saturday between 9am and 8pm)

Responsible to Clinic Manager

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>• 5 GCSE A-C grades (must include English and Mathematics)</li> <li>• NVQ level III Beauty Therapy</li> <li>• Skin peel training</li> <li>• Advanced laser training</li> </ul>	<ul style="list-style-type: none"> <li>• Continued learning in further education e.g. college or university</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Minimum 2 years' experience working as a fully-qualified advanced laser practitioner</li> <li>• Reception experience or the ability to demonstrate excellent customer service skills</li> <li>• Use of a range of IT packages including MS Word, MS Outlook</li> </ul>	<ul style="list-style-type: none"> <li>• Money handling</li> <li>• Experience of working in a cosmetic clinic</li> <li>• Regular use of CRM software</li> </ul>
Skills & Abilities	<ul style="list-style-type: none"> <li>• Ability to communicate clearly and effectively, particularly on the telephone</li> <li>• Ability to use own initiative, be methodical and organised</li> <li>• Very good written / verbal communication and IT literacy skills</li> <li>• Good literacy and numeracy skills</li> <li>• Accurate data entry and checking skills</li> <li>• Effective listening skills</li> <li>• Effective time and task management with ability to plan, organise and prioritise workload</li> <li>• Ability to work as part of an effective team with excellent interpersonal skills</li> <li>• Ability to multi-task between telephone and clients in reception whilst being personable and professional</li> <li>• Ability to work efficiently and effectively under pressure</li> <li>• Ability to empathise with and provide support to others during telephone calls and face-to-face</li> </ul>	
Personal Attributes	<ul style="list-style-type: none"> <li>• Reliable, professional, trustworthy, honest &amp; confident</li> <li>• Can deal with emotional and stressful situations</li> <li>• Pleasant / professional manner and ability to remain calm under pressure</li> <li>• Positive and proactive attitude to work</li> </ul>	
Other	<ul style="list-style-type: none"> <li>• Able to work unsocial hours</li> <li>• Ability to work evenings and weekends</li> <li>• Flexible and collaborative approach</li> </ul>	