SPA RECEPTIONIST

Job Description:

A **Spa** **Receptionist** is an employee taking an administrative support position. For the spa. The work is usually performed in a waiting area such as a lobby or front office desk of an organization or business. The title receptionist is attributed to the person who is employed by an organization to receive or greet any visitors, patients, or clients and answer telephone calls. They are usually tasked with taking reservations and confirming next day appointments.

Job Responsibilities:

* Greeting clients, visitors, and customers
* Answer phones
* Answering general inquires regarding company services and products
* Answering general questions about company operations, such as hours of operation
* Provide initial help to clients, visitors, and customers
* Provide a means for clients, visitors, and customers to get additional help beyond that which the receptionist can provide
* Direct clients, visitors, and customers to the appropriate person or place
* Answer, screen, and forward phone calls as appropriate
* Take accurate telephone messages
* Make appointments for clients, visitors, and customers
* Receive parcels and postal mail
* Confirm clients appointments for the next day
* Maintain clean, organized, and uncluttered work environment
* Address client issues
* Know when to escalate a client issue
* Perform general clerical duties, such as photocopying, printing, faxing, and emailing
* Report issues with equipment and need for supply orders to manager

Job Qualifications:

Receptionist qualifications are basic and do not require a specific degree, license, or certification.

* High school diploma
* Experience with office equipment, such as fax machines, copy machines, and multiline phones required
* Work experience as a Receptionist, Front Office Representative or similar role

Opportunities in spa reception are available for high school graduates without experience in which more than one spa receptionist is needed in an area such that an experienced spa receptionist will be present to mentor.

Job Skills Required:

* Basic computer skills, including printing, online faxing, emailing, and appointment scheduling.
* Basic knowledge of Microsoft Office
* A professional attitude and appearance
* Strong written and verbal communication skills
* Good listening skills
* Ability to be resourceful and proactive when issues arise
* Strong organizational skills
* Multitasking and time-management skills
* Ability to prioritize tasks
* Customer service oriented
* Respect for client, customer, and visitor confidentiality
* Cultural competence and ethnic sensitivity
* Ability to not take client behaviors personally