

Client Service Specialist

Seattle's multiple-award-winning and most trusted massage and acupuncture clinic is expanding and we're currently hiring a team of highly organized customer service professionals to join our teams in Roosevelt, Queen Anne, and Overlake. Dreamclinic has been serving the community since 2004 and our top-notch therapists and clinic staff have built us a stellar reputation with strong customer loyalty. Learn more about us at www.dreamclinic.com and find out why people love us on [Yelp](#).

As a Client Service Specialist, you will be responsible for providing stellar customer service at the front desk to clients visiting, calling and emailing our clinic, as well as other duties around the clinic. Below is an overview of key areas of responsibility:

- Check-in and check-out of clients visiting the clinic for any of our services.
- Process payments and maintain accurate client invoices and files.
- Answer phones to book appointments and answer client questions.
- Learn and understand Dreamclinic's suite of services and be able to explain to customers.
- Promote various specials, memberships and promotions to customers.
- Follow up with customers regarding scheduling changes or other customer service issues.
- Ensure presentable facilities and a warm/welcoming environment.
- Assist with managing inventory around the clinic and other duties as we shift and change over time.

Dreamclinic is always looking for ways to help our entry level team members grow and expand their skill-set. Many of our talented team members have started in customer service at the front desk and have since been promoted into other areas of the business, including clinic management, IT management and workplace program management.

We are looking for people interested in part-time or full-time opportunities.

The right person to join our team has a positive attitude, is a great communicator, is resourceful with the ability to multi-task, and above all LOVES PEOPLE. Requirements include:

- Stellar customer service experience with strong written and verbal communication skills
- Thorough, detail-oriented, proactive and resourceful
- Quick to pick up new processes and technologies
- Proficient with Windows, internet, MS Office Excel/Outlook/MSWord
- Enjoys being a part of a team but works well independently
- A passion for natural health and massage
- Interest in taking on additional responsibilities to grow with us
- You share our company-wide core value that problems are opportunities in disguise
- Previous experience in a health-care or wellness setting is a plus

All Dreamclinic employees are eligible for a generous discount on services, and full-time employees are eligible for benefits (health insurance reimbursement, paid time off). Compensation for this position is \$11/hour to start with growth potential.

Dreamclinic is genuinely passionate about promoting wellness and quality service. We are dedicated to maintaining a supportive and positive working environment and take responsibility for the welfare of our employees. If you are an optimist by nature, looking to join a company whose services and vision you can believe in, then we may be a good fit for you.

Help us manage our candidate pool by applying online. [CLICK HERE](#) to access our online application process. You'll get noticed if you answer all the questions and attach your resume and cover letter. We look forward to hearing from you!