



The Massage Company, LLC

Job Description Form Rev 01/07

Job Title: Front Desk Coordinator

Job Description:

Under general direction of Branch Manager, provides outstanding customer service through answering telephones, scheduling appointments, conducting point of sale, and communicating with members and prospective members. Also, maintains a clean, professional and relaxing environment for members and guests to enjoy.

Reports to: Branch Manager

The primary responsibilities of the position include, but are not limited to:

- Answering telephones and scheduling of appointments.
- Maintain high levels of Customer Service.
- Enter client information into the Helios software.
- Create client files, file client soap notes and maintain the filing system.
- Maintain a balanced cash drawer at all times.
- Execute transactions at point-of-sale via Helios software recording method of payment i.e. cash, check, credit card and/or gift card.
- Assist the Branch Manager and Assistant Manager by working with massage therapists to organize and maintain orderly schedules.
- Responsible for laundry.
- Housekeeping, including but not limited to, vacuuming, sweeping, emptying trash cans, dusting, and cleaning the restrooms.
- Work under the direction of the Branch Manager and/or General Manager to assist in the achievement of sales goals.

Compensation:

- Pay Range: \$10 to \$12 per hour, paid bi-weekly
- Quarterly incentive plan, beginning first full quarter of employment
- Full-time employees will receive Paid Time Off (PTO) beginning with 8 days per year as per The Massage Company's PTO policy.