

### *Full-Time Receptionist/Administrative Assistant*

**Starkel Nutrition is seeking a growth-oriented, full-time front desk receptionist /administrative assistant. We are food and science nerds and the clinic is on an exciting growth path currently with 11 providers (nutritionists/mental health counselors/Naturopath) and 3 admin people. We need a 4th to round out our admin team.**

***Cover letter required with application to be considered.***

This person determines the 'face' and 'voice' of our business and must possess excellent customer service skills for interactions with our clients and the office personnel. You are fully aware that customer service is the key component in growth, promoting and selling our business. For the time being, most appointments are still through telehealth, but we expect that to change soon. The clinic is located in the University District with clients coming to us from all around the state. The administrative team is working in the clinic, all fully vaccinated. The ideal candidate is someone who smiles through the phone, is passionate about customer service, and has a small business mentality and understanding, as we are all responsible for the success of the clinic. You are a quick learner and fast worker in our high paced office and enjoy a wide range of activities. The position is for Mon-Fri, eight hours/day.

#### Responsibilities:

- Provide exceptional customer service skills and maintain a personalized and professional call management etiquette for communication with clients/patients/other professionals
- Schedule appointments and maintain client relationships
- Organize, prioritize and appropriately handle time-sensitive, confidential information and ensure action-required issues are addressed in a timely manner
- Assess and propose process improvements to enhance customer experience and internal operational effectiveness
- The right candidate will be able to grow in this role and over time take on more responsibility and participate in project related activities

#### Characteristics:

- Has excellent verbal and writing skills for correspondence with clients
- Must be highly organized with great attention to detail
- Must be able to switch between tasks rapidly without getting sidelined
- High level of personal responsibility
- Is a self-starter, self-director, while working cooperatively with others
- Is positive and energetic

## Requirements

- Must be proficient in the use of Google Workspace and MS Office. It is a huge plus if you know the electronic health record system, ChARM EHR
- Experience in a medical type of office and knowledge of HIPAA privacy laws is an advantage but not required
- Bachelor's degree

## Benefits included after 2 months of employment

- Health, vision and dental insurance
- Vacation/sick days

We are a friendly bunch! We enjoy what we do and each other's company. If you think you'd be a good fit for us, please submit a letter and resume to the email linked to this ad, explaining why you would like this position and what you bring to the clinic.

We look forward to hearing from you!

Job Type: Full-time

COVID-19 considerations: All personnel must be vaccinated per company policy.

Equal opportunity employer.

Salary range, dependent on relevant experience: \$19 - \$22

Contact us at [hiring@starkelnutrition.com](mailto:hiring@starkelnutrition.com)