



Office Administrator (Full Time – 7 Month Term with potential to be permanent)

Job Posting: Office Administrator – Temporary Term, Possible Extension

Location: Cochrane, Alberta

Company: Renew+Refresh Medical Spa

About Us: Renew+Refresh Medical Spa is a thriving clinic equipped with 6 treatment rooms and supported by a dedicated team of 8 professionals. We pride ourselves on offering over 99 services, including CoolSculpting, Thermage, injectables, Exion, facials, and a selection of over 4 premier skincare lines.

We are currently looking for a dynamic and engaging individual to fill the crucial role of Office Administrator—the face of our business. This role is vital in maintaining our high standards of client interaction and ensuring a seamless experience for everyone who walks through our doors.

At Renew+Refresh Medical Spa, we uphold three core values that guide our work and interactions with both staff and clients:

- **Safety:** We are committed to creating a safe work environment with clear protocols to ensure that our team and clients receive the safest and most effective treatments possible.
- **Education:** Continuous training is crucial in our ever-evolving industry. We dedicate significant time and resources to ensure our team is well-informed and capable of providing the highest level of client education.
- **Transparency:** Honesty and integrity are at the heart of our client relationships. We are dedicated to being realistic and transparent about our goals, abilities, and results.

Position: We are seeking a professional Office Administrator to join our team for a seven-month term, that could turn permanent. As the face of our business, you will play a crucial role in creating a welcoming and efficient environment for both clients and team members. The ideal candidate will be extroverted, personable, and have a keen eye for detail. Comfort with phone communications and client follow-ups is essential to excel in this role. We would love to hear from you if you are enthusiastic about delivering exceptional service and ensuring smooth operations!

Reporting Structure:

This position reports to Jes, the Owner of Renew+Refresh Medical Spa. Jes is a seasoned businesswoman with over 20+ years of experience managing global projects and a diverse background in construction. She is also a passionate medical aesthetician who enjoys providing treatments to her clients. Your role is crucial in making day-to-day decisions, advancing our brand, and fostering the growth and culture of the team.

Work Hours:

Weekdays Tuesday – Friday 8:30 am – 5:15 pm

Saturday 9:30am – 2:15pm

Closed: Sunday & Monday

#### Key Responsibilities:

- Client Greeting: Greet clients warmly and professionally, creating a positive first impression.
- Front Desk Operations: Manage front desk tasks, including scheduling appointments and handling client inquiries.
- Phone Sales and Booking: Enjoys calling clients and leads to answer questions and share information with the end purpose of booking a consultation and or appointments.
- Office Administration: Oversee administrative tasks such as inventory management and maintaining client records and cash flow closeouts.
- Team Support: Provide support to team members and assist with various administrative duties as needed such as referral letters, client follow up, etc.
- Workflow Management: Use existing work flows to ensure a smooth and organized workflow within the spa.
- Data Integrity: Maintain accurate and up-to-date data within our Jane scheduling system & cash flow reports.
- Event Coordination: Love the details and planning of our special client events and functions which will occur once per quarter till 8pm.
- Social Media Interaction: Enjoy interacting and connecting with the community on Facebook and Instagram on a daily basis.

#### Qualifications:

- Experience: Minimum three years experience in an administrative or front desk role, preferably within a medical, spa setting or vet clinic.
- Communication Skills: Exceptional ability to communicate effectively and provide top-notch customer service which includes written and verbal skills. The ability to stay calm and client-focused to find a solution to all problems.
- Organizational Abilities: Strong skills in organizing tasks, managing time efficiently, maintaining tidiness, and managing technical aspects of the role with high attention to detail.
- Technical Proficiency: Competent in using office software, particularly Jane's scheduling systems, Excel, and Word. The ability to run spread sheets and work off them is a must.
- Adaptability: Ability to handle a fast-paced environment, strong ability to follow existing processes, protocols and standard operating procedures. Including adapting to periodic change.
- Data Accuracy: Meticulous attention to detail with accurate data entry skills, experience in managing client information, and proficiency in using spreadsheets and digital platforms.
- Coachable: Open to giving and receiving feedback, and committed to personal and professional development.

#### What We Offer:

- Base Salary: \$23.00 hourly
- Work Hours: Weekday, daytime hours from 8:30 am – 5:15 pm, Tuesday – Friday and Saturday 9:30am – 2:15pm.
- Leadership Role: Opportunity to play a key role in shaping the brand, culture, marketing, promotions, daily operations, and events in the way that client interaction is done.
- Industry Engagement: Attend industry events and partner with vendors.
- Career Development: Support for career growth and skill development with career planning to maximize your potential.
- Vacation & Incentives: 2 weeks vacation time and longevity incentives.

- Long Weekends: We are closed for all long weekend from Saturday – Monday.
- Access to Services & discounts:
  - Staff pricing on injectables and other services after 3 months.
  - Staff pricing on skincare products after 30 days.
  - Training opportunities with services covered by the owner.
- Vibrant Work Environment: Be part of a dynamic and supportive team in a thriving medical spa.
- Career Advancement: Potential for the role to transition into a permanent position based on performance.
- Family & Friend Discounts: Extend special discounts to your family and friends.

Application Instructions: If you are enthusiastic about providing outstanding client service and have the skills to excel in this role, please submit your resume and cover letter to [info@renewrefreshmedicalspa.com](mailto:info@renewrefreshmedicalspa.com), attention to Jes. We also encourage dropping off a resume between Tuesday – Friday between noon – 4:00pm in the clinic.