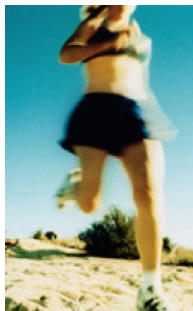


# Client Service Specialist



Optimism

Innovation

Teamwork

Presidio Sport & Medicine is a sports medicine clinic offering comprehensive care in physical therapy, massage therapy and fitness services. We are privately owned, with two outpatient clinics; one in the Presidio of San Francisco and one in Mill Valley. We foster careers dedicated to quality care, professional growth, and a balanced lifestyle. Our environment is positive, supportive and inspiring.

## Job Description:

As part of our Client Service Specialist team, you will be integral in helping our clients meet their rehabilitation and fitness goals. Job duties include, but are not limited to:

- Greet and assist clients, demonstrating ultimate customer service
- Schedule appointments using scheduling software
- Collect payment at the time of service
- Answer multi-line phone system and manage messaging
- Keep schedule filled and therapists updated as schedule changes
- Understand and clearly communicate benefit and payment options
- Maintain a strong knowledge of all PSM services and offerings
- Receive and distribute mail, faxes and deliveries
- Ensure sufficient stock of office supplies, forms and materials

## Qualifications:

- 2 years receptionist experience, preferably in a medical office
- Knowledge of health insurance
- Friendly, professional phone manner and excellent customer service skills
- Highly organized, able to multi-task and reprioritize duties
- Strong attention to detail
- Compliant, self-motivating, team player that works well with others
- Proficient in Microsoft Office and e-mail; experience with electronic medical records and practice management software a plus
- Neat, professional presentation of self and surrounding work area

**Hours:** We offer hours between 7:00am – 7:00pm. For the best customer service, we have a team of three Client Service Specialists with overlapping hours.

**Compensation:** We offer competitive compensation commensurate with experience, including base hourly pay plus monthly incentives. Our comprehensive benefits package includes medical, dental, paid holidays, paid time off, retirement plan, continuing education, commuter benefits, discounted services, a gym membership, and other employee perks.