

JOB DESCRIPTION

Position Title	Department	Reports to
Client Service Representative	Tune Up Holistic Care (TUHC)	Patricia Cazares
Employment Status	FLSA Status	Effective Date
<input type="checkbox"/> Temporary <input type="checkbox"/> Full-Time <input checked="" type="checkbox"/> Part-Time	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt	asap

POSITION SUMMARY

The Client Service Representative fulfills receptionist duties, administrative support and social media marketing support (planning and execution).

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

- Serving as the first point of contact for clients thus, setting the tone of the experience from beginning to end; maintaining a pleasant and friendly demeanor and commitment to customer service
- Answering the phones, timely booking of appointments, returning client voicemails/texts and maintaining client profiles; responsible for receiving and directing visitors, vendors, clients, and customers to appropriate locations and parties; notifies personnel of visitor arrival (If working on site, will notify by text if working remotely)
- Actively listening to customer needs and inquiries to determine appropriate service actions
- Preparing Intake Forms and Taking payments for products and services, confirming emails and rescheduling if need be
- Remaining current on product and service offerings and staff member pricing and the time needed to conduct certain services
- Redirecting client challenges/complaints/concerns to management as needed
- Providing administrative support when needed
- Keep work area clean and sanitary; folding laundry; following all COVID related guidelines
- Assist with the design, curation and execution of social media campaigns
- Assist with weekly and monthly editorial calendars to promote company brands on various social media websites
- Track social media engagement to identify high-performing ideas and campaigns for scalability
- Support marketing team at live and online events

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- High School Diploma or GED (Two years college or equivalent work experience preferred)
- Marketing or business degree college students or those with such experience are a plus
- Positive, outgoing, enthusiastic personality

- Sufficient oral and written communication skills
- Proficient in Microsoft Office, specifically Excel, Word, and PowerPoint and comfortable with learning software that adapts to desktop, tablet and mobile phone
- Excellent customer relationship skills
- Bilingual a plus

PAY & BENEFITS

- Starting wage: \$15 per hour
- All staff receive 10% discount on products
- 20% services for themselves and family members
- Employer provides no less than 24 hours (or 3 days) of paid sick leave at the beginning of each 12-month period.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit; and reach with hands and arms. The employee must occasionally lift and/or move up to 45 pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate. The employee must be able to type, use a computer and operate all applications that the business uses on a daily basis.

NOTE

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at-will" relationship.

Tune Up Holistic Care | 236 Georgia St., Ste 101, Vallejo, CA 94590 | tuneupholisticcare.com | Wellness Studio . Complimentary Care . Injury Rehab | Contact: Patricia Cazares, Managing Member | Please submit resume to tuneupholisticcare@gmail.com with the position title as the subject

Reviewed with employee by

Signature: _____ **Name (print):** _____

Title: _____ **Date:** _____

Received and accepted by

Signature: _____ **Name (print):** _____

Title: _____ **Date:** _____

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.

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