



# Example of Front Desk Associate Job Description

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Our growing company is searching for experienced candidates for the position of front desk associate. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for front desk associate

- Check clients in for their appointments
- Check out members and pre-book appointments per clinic standards
- Assist in maintaining clinic cleanliness
- Assist in pulling/filling paperwork
- Contact members with multiple pre-paid sessions and get them booked
- Assist owners and management with other duties
- Selling Wellness Plan memberships and meeting minimum sales closing requirements
- Ensuring the comfort, safety and value of customer experiences with Massage Envy
- Communicating effectively with guest and members regarding their therapeutic needs for massage and facial skin care
- Answering phone calls and setting appointments

## Qualifications for front desk associate

- Able to positively communicate with new and established clients and employees daily
- A drive to succeed while following brand standards, policies and procedures
- Maintain no less than 20% closing rate in membership sales
- Experience in product or service sales preferred
- Have previous sales and customer service experience (preferred)
- Greeting members and guests and ensuring satisfaction