

## Job Description-Sales/Client Service Specialist

### DUTIES AND RESPONSIBILITIES:

The Sales/Client Service Specialist (SCSS) is directly responsible for client conversions and coordinating front desk operations.

The SCSS is responsible for client conversions in order to meet studio goals and quotas to ensure growth and profitability through the sales of:

- Memberships to the Wellness Program
- Packages
- Gift Cards
- Additional Visits (Rebooking)
- Longer appointment sessions and add-on services

The SCSS is responsible for adhering to established *Elements Massage Service Path* procedures and processes to ensure a flawless Elements Experience including, but not limited to:

- Greeting every client with a smile.
- Creating a calm environment.
- Answering phones professionally and converting phone calls into appointments.
- Demonstrating complete knowledge of our massage model, therapist skill levels and price structure.
- Proficiency with massage therapy terminology.
- Matching clients and therapists correctly based on our level system, client's problem areas and understanding of therapists' skills.
- Mastering MBO through accurate scheduling and completing the retail sales process.
- Addressing emergency scheduling issues quickly and professionally.
- Communicating with clients to determine areas of improvement within the Service Path and complete client satisfaction.
- Providing helpful responses to requests from clients and involve management as needed.
- Addressing client requests and disputes professionally and efficiently.
- Following all HIPAA regulations and Element's privacy practices.
- Communicating effectively with coworkers including daily monitoring of email and studio communication tools.
- Providing timely and appropriate communication with studio management.
- Being flexible.
- Actively participating in staff meetings.
- Facilities Management, including but not limited to, periodic studio checks to ensure massage rooms and restrooms are clean and properly stocked.
- Completing tasks by deadlines as assigned by supervisor. (Example: Communicating with members and clients that have not visited the studio in the past 45 days with the goal of scheduling their next appointment.)
- Other Duties as assigned.

**QUALIFICATIONS:**

- Sales experience (1+ year preferred)
- Customer service skills
- Computer proficiency-Microsoft Office, Word, Excel, Internet Explorer, Google suite
- Retail or industry experience, a plus
- Web-based scheduling, a plus
- Attention to detail and ability to follow instructions (written and verbal) is essential
- Ability to remain flexible in a constantly changing environment
- Ability to remain confident and calm under stress