

## **Pittsburgh Skin - Front Desk and Social Media Manager**

### **Job Description**

Pittsburgh Skin is looking for a motivated, hard working, and creative individual to serve as our Front Desk and Social Media Manager to undertake all receptionist and clerical duties at the desk of our main entrance. You will be the “face” of the company for all visitors and will be responsible for the first impression we make!

In addition, the Social Media Manager would be a highly motivated individual with experience and a passion for connecting with current and future patients . That passion comes through as he/she engages with customers on a daily basis, with the ultimate goal of turning fans into patients. An essential component is communicating the company’s brand in a positive, authentic way what will attract prospective patients.

The ideal candidate will have a friendly and easy going personality while also being very perceptive and disciplined. You should be able to deal with complaints and give accurate information. A customer-oriented approach is essential. The goal is to make patients and prospective patients feel comfortable and valued!

### **Responsibilities**

- Keep front desk tidy and presentable
- Greet and welcome patients
- Answer questions and address complaints
- Answer all incoming calls and redirect them or keep messages
- Receive letters, packages etc. and distribute them
- Prepare outgoing mail by drafting correspondence, securing parcels etc.
- Check, sort and forward emails
- Monitor office supplies and place orders when necessary
- Learn electronic medical record system
- Collect and process patient payments
- Help with patient rooming, if needed
- Keep updated records and files
- Monitor office expenses and costs
- Take up other duties as assigned
- Deliberate planning and goal setting for Social Media pages (Facebook, Instagram, Twitter)
- Development of brand awareness and online reputation using our Social Media pages and websites

- Content management for our Social Media pages
- SEO (search engine optimization) and generation of inbound traffic

### **Compensation**

- \$16-18/hour
- Medical Benefits Available