



Director of First Impressions
aka Front Desk Manager
Full Time (40-45 hours/week)
Location: Holland, MI

Job Description

Working at Nephew Physical Therapy is being a part of a team. Because we are small, we all play very important roles in the success of the business. The next individual to join our team will be able to directly impact culture and our community.

- We strive to hire rock stars...no turkeys allowed.
- We are on a mission to help people...are you?
- Don't mistake our sweatshirts and yoga pants as being too casual...it's just another tool in our tool belt to be able to move with our patients.
- Our facility is an important part of who we are, our virtual 6th man (for all you basketball fans). We have a space unlike any other in town and was designed to help our team and patients feel right at home.

We're looking for a Director of First Impressions to join our TEAM. We NEED someone who CAN:

- Clearly COMMUNICATE with team members, patients, and medical professionals.
- MAINTAIN and DEVELOP referral sources in our community.
- LEARN from others as well as help others learn, both patients and team members alike.
- Actively participate in TEAM meetings and PROBLEM SOLVING.
- PRIORITIZE through multiple tasks and see them through to completion.
- Demonstrate INITIATIVE.

Skills/Requirements

Must Haves:

- The ability to build RELATIONSHIPS with patients and those in the community. People are our product. While we are at it, better add lots of PATIENCE to the list.
- Excellent customer service skills
- Excellent communication and phone skills
- Microsoft office suite skills
- Google skills...including email, docs, calendar
- Detail oriented and good at multitasking several projects (people) at once
- Experience with scheduling and planning
- Extreme level of organization, both professionally and personally
- Self-motivated and self-directed
- Adaptability and the ability to work well with different personality types

- Professional correspondence
- Kind and Friendly – in person and on the phone

Bonus Attributes:

- Experience with WebPT
- Experience with MailChimp
- Experience with community events
- Has some great hobbies outside of work
- Able to take advantage of technology
- Loves to have their picture taken for social media and other marketing purposes 😊

We WANT someone who:

- Really likes people and wants to help them live life to the fullest.
- Loves our community...we think Holland is a great place to live!
- Wants to work for an Independent Physical Therapy practice.
- Desires to be a part of growing a clinic.
- Wants to make Nephew Physical Therapy THE best place in Holland for the resolution of pain and physical dysfunction for orthopedic conditions.
- Has a life.
- Believes that there is life outside of work. That's why we don't work weekends and have Friday afternoons off. We work hard during the week, and often into the evening to accommodate the difficult schedules that others may have with their job/school/life. It's important for us to make time to spend with those important to us, doing the things that we love so we are better able to help those we serve to do what they love.

About Our Company:

We are an independent physical therapy clinic that believes in getting to the root of the problem when dealing with physical limitations. We treat people here, with real lives and real problems, with lots of responsibilities and life stresses. It is our job to help them understand how their body was created, how to restore it, and how to navigate all the "junk" that comes with having a health problem...insurance, following up testing, doctor's appointments and more. Our outpatient team specializes in vertigo, pregnancy and post-partum issues, as well as pain for no good reason. This includes neck and low back pain (with/without radicular symptoms)...you gotta love a bulging disc. We are also an advocate and partner with Ottawa County to service the mentally impaired and developmentally disabled through our off-site team members. It is our goal to be the first call people make when their body starts hurting or just doesn't work so well.

Our Mission

"We believe in fixing the root of the physical limitation, of the body that God created, thru treatment and education, for those who want to experience lift to the fullest."