



"Helping you take care of yourself today, so you can do tomorrow."

Front Desk Manager

aka Director of First Impressions

Full Time (~40-45 hours/week)

Location: Holland, MI

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?
- 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.

Job Description

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 multiple tasks and see them through to completion.
- Demonstrate INITIATIVE.

Skills/Requirements

- The ability to build RELATIONSHIPS with patients and those in the community. People are our product.
- Excellent customer service skills
- Excellent communication and phone skills
- Microsoft office suite skills
- Google skills...including email, drive, calendar
- Detail oriented and good at stopping and starting several projects at once
- Willing to become an expert on health insurance coverage
- 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
- Patience with patients.

Bonus Attributes:

- Experience with MailChimp
- Experience with community events
- Have 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 treating and resolving muscle and joint pain. Pain, that may be there for no good reason or due to injury. We also focus on vertigo, pregnancy and post-partum issues. 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 go to team to provide answers and solutions to the physical aches and pains of our community.

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 life to the fullest."