

## Job Description

### *Front Desk Team Member*

Location: Holland, MI

15-20+ hours/week



We're looking for a Front Desk Assistant to join our TEAM. We NEED someone who:

- Clearly and positively COMMUNICATES with the team, patients, and medical professionals.
- Has a willingness to LEARN from others as well as help others learn, both patients and team members alike.
- Actively participates in SOLVING PROBLEMS.
- PRIORITIZES through multiple tasks and see them through to completion.
- Demonstrates INITIATIVE.

### **Skills/Requirements**

- Likes solving problems and figuring it out.
- A heart to serve people.
- Likes a challenge.
- Views mistakes as opportunities to learn and grow in confidence.
- Can change directions quickly between several projects and serving people aka multi-tasking.
- Not afraid to pick up the phone...and answers with a smile.
- Figures out how to get stuff done on their own.
- Adaptable and works well with different personality types.
- And likes to laugh.

### **Has Experience in or Willing to Learn...**

- Microsoft Office Suite Skills
- Google Skills...including email, docs, calendar
- The "art" of scheduling
- Health Insurance Coverage
- New Programs e.g. electronic medical records (webpt), billing (NueMD), etc.
- About Physical Therapy

### **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.

**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 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 which 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.”