



FRONT OF HOUSE/ MARKETING CASUAL

- Are you passionate about your own health and in helping other people along their health journey?
- Are your skills and talents in the areas of social media, website management and marketing?
- Are you seeking a workplace where your initiative and drive is applauded and where you can make a difference in the lives you touch?

If so, we have a fabulous opportunity for you.

NatMed is an industry leader in naturopathic medicine and we seek a customer service professional to join the front of house in our premium **boutique natural health clinic**. You will join a small team of 15 health enthusiasts with a united passion to help improve people's lives. What's more, we are situated in a lively street with heritage architecture, cafes and great shopping.

Reporting to the Front of House Manager, the role asks you to deliver customer service as well as website and marketing initiatives under the guidance of the clinic director. Whilst we will provide you with training and support, we are seeking someone who is **very confident in problem solving, decision making** and who has the **initiative** to roll up your sleeves and just make good things happen.

Broadly, the role entails:

- Customer service, including bookings, enquiries and invoicing
- Dispensing health supplements and herbal medicines for clients
- Provision of administrative support to the Directors
- Updating information to the web site using word press (training available)
- Publishing recipes and health information to face book, Instagram and other social media sites
- Creating and sending email newsletters to clients
- Creating and publishing in house print media
- Production of reports using the customer database system

What qualities are we looking for in you?

Most importantly you will have **exceptional people skills** and the ability to thrive in a **fast- paced** environment. You will also have demonstrated experience in **marketing and IT applications ideally in the medical, fitness, health related, tourism, hotel/spa or recreation industry**. A strong understanding of systems, a commercial mindset and previous experience in a small to medium sized privately owned business will be ideal.

Other qualities we seek include:

- Experience with Reckon/QuickBooks or similar accounting packages
- Extensive experience with Microsoft Office Suite of products including advanced Microsoft Word and basic Excel skills
- Knowledge of Word Press & Mail chimp an advantage



NATMED

NATURAL MEDICINE CLINIC

- Knowledge of or a desire to learn basic graphics packages such as Canva to create print and web copy is an advantage
- Well -developed written skills for marketing and promotional communications
- Experience using client database management systems

This is a great opportunity!

This is a real career opportunity ideally suited to a student or someone who is passionate about the industry where you will be encouraged to learn and grow.

NatMed has great staff and lovely clients. We are in the top performing 20% of providers nationally and after 17 successful years in business we enjoy a reputation for excellence in our field.

Depending on your background, we will be offering between 10 and 20 hours shared between front of house duties and marketing. We can offer flexible working hours to accommodate study and exams.

Please submit your resume and cover letter (highlighting in no more than 350 words your previous experience in a similar role).

We look forward to hearing from you. We will only contact you directly should you be shortlisted for an interview.

Chloe Sullivan

Front of House Manager

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