

Receptionist – Part Time (weekend)

Position: Receptionist

Location: Onsite (Pymont)

Employment Type: Casual (weekend role with occasional weekdays)

Role Overview:

As the first point of contact for clients, the Receptionist plays a key role in delivering outstanding customer service and ensuring the smooth operation of the clinic and Pilates studio. This role requires excellent communication skills, strong organisational abilities, and a proactive attitude.

What We're Looking For:

A dedicated professional with a "can-do" attitude who is passionate about helping patients and customer service. Organised with excellent communication skills, both with clients and within a team. Experience with Microsoft Office products. On the job training with immediate start available.

Key Responsibilities:

- Greet clients warmly and assist with check-in/check-out procedures.
- Manage appointment scheduling and client bookings via the clinic's booking system.
- Handle phone and email inquiries professionally and efficiently.
- Process payments, issue invoices, and manage health fund claims.
- Maintain the cleanliness and organisation of the reception and waiting area.
- Assist in administrative tasks, including data entry, scanning, filing, and stock management.
- Communicate with physiotherapists and other team members to coordinate client care.
- Ensure confidentiality and compliance with clinic policies and procedures.

Key Skills & Attributes:

- Excellent verbal and written communication skills.
- Strong customer service and interpersonal skills.
- Ability to multitask and work efficiently in a fast-paced environment.
- High level of attention to detail and accuracy.
- Experience with booking systems (preferred but not required).
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook).
- A positive and proactive approach to problem-solving.

Qualifications & Experience:

- Previous experience in a receptionist or customer service role (preferably in a healthcare setting).
- Knowledge of medical or allied health reception processes is an advantage.
- Current First Aid and CPR certification (preferred but not mandatory)

Benefits

- Work in a collaborative and dynamic healthcare and wellness environment.
- Opportunities for professional growth and continued education.



- Flexible schedule with potential for additional hours.
- Competitive salary rates.
- A positive, team-oriented workplace culture.

About Us:

Established in 2005, bounceREHAB has been a leader in physiotherapy and rehabilitation for 20 years. With our community focused clinic in Pymont, we pride ourselves on delivering exceptional patient care through innovative and effective treatment methods.

Our team of experienced physios and Pilates Instructors is dedicated to ongoing education and keeping up with the latest advances in the industry. We are committed to a holistic approach, combining manual therapy, Pilates, exercise prescription, and more to ensure the best outcomes for our clients.

If you're ready to take the next step in your career and join a practice that values your growth and expertise, apply now!

To apply:

We are accepting rolling applications. Please email your cover letter and CV to hr@bouncerehab.com.au