



## **Artistry Wellness Hawaii**

### **Job Posting - Patient Care Coordinator, Full-time / Part-time**

*Artistry Wellness Hawaii is an established medical spa. We celebrate wellness with Aloha.*

#### **Company**

##### **Mission**

Our caring, knowledgeable and professional nursing team aims to provide safe, effective, advanced and minimally invasive services at a fair price and to help our clients achieve their desired aesthetics and wellness goals.

##### **Vision**

To uplift and positively impact our local communities as a leading and trusted medical & aesthetics wellness center.

##### **Values**

###### *Aloha & Care*

We provide Client Centered Care that is respectful of and responsive to individual preferences, needs and values. We treat our clients like family by extending our Aloha to each other and every one of our clients.

###### *Safety & Quality*

We aim to provide effective, advanced, non-surgical and minimally invasive services and always establish and follow clear protocols to ensure safety. We uphold high standards to provide quality services. The products we carry are of medical grade, developed and tested by skincare professionals.

###### *Inform & Communicate*

We believe in researched based decisions. We stay informed ourselves to keep our clients informed. We embrace honest open feedback communication as a way to keep moving forward in a positive direction.

###### *Trust & Honesty*

We aim to build trust with our clients through experienced professional opinion and accessible pricing.

###### *Community & Uplift*

We aim to increase our community's access to self-care through the positive and uplifting experiences we provide.

<b>Compensation</b>	Pay range: \$16-20/hr.
<b>Hours</b>	Full-time: 40 hours / week Regular Part-time: Between 25-32 hours / week
<b>Requirements</b>	Minimum: High school diploma. 1 year of experience in customer service and 1 year of experience in office administration.  Preferred: College degree and/or Certified Medical Assistant or Certified Nurse Aide. 2 years of experience in customer service and 2 years of experience in office administration.
<b>Competencies</b>	<ul style="list-style-type: none"><li>• Proficient at navigating technology</li><li>• Builds and delivers exceptional customer service</li><li>• Communicates effectively</li><li>• Friendly and easily relates with people</li><li>• Action oriented</li><li>• Active listener</li><li>• Able to make quality and timely decisions</li><li>• Quick learner</li><li>• Problem solver</li><li>• Cultivates innovation</li></ul>
<b>Responsibilities</b>	<ul style="list-style-type: none"><li>• Answering phone calls, responding to emails, text messages, leads and social media inquiries</li><li>• Assist with patient scheduling and coordination</li><li>• Checking-in and out patients (before/after photos, consent paperwork etc.)</li><li>• Preparation and cleanup of treatment rooms</li><li>• Collect vital signs as needed</li><li>• Assist with patient intake paperwork and questionnaire</li><li>• Maintaining electronic EMR (patient demographics)</li><li>• Product sales</li><li>• Patient education</li><li>• Receive deliveries</li><li>• Inventory Maintenance (stock, re-stock and count)</li><li>• Attend company meetings &amp; trainings</li><li>• Other duties as assigned</li></ul>
<b>Benefits:</b>	<ul style="list-style-type: none"><li>• Employee pricing on treatments and retail products</li></ul> <p><b>Full-time Only:</b></p> <ul style="list-style-type: none"><li>• Medical, drug/vision and dental</li><li>• Voluntary benefits: Supplemental, short-term disability and life insurance, medical, dependent care &amp; transit flexible spending accounts</li><li>• Paid time off (PTO)</li><li>• Bonuses</li></ul>
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