



### **Client Coordinator**

Client Coordinators maintain contact with hotel guests and clients. They handle incoming telephone calls, emails, and messages. Client Coordinators are responsible for Client and Sales Liaisons and contact guests and clients to confirm appointments, upgrade services, add on enhancements and ensure all booking information is correct. They may also contact clients to let them know about new products, special offers, price changes, etc. Client Coordinators maintain records of all payment transactions and cash handling for revenue reporting.

Client coordinators keep the Massage Therapy Team fully informed on all appointment and clients' requests. They report details of new appointments, requests for customized services, or changes in schedule. This ensures that all staff is aware of all relevant information whenever they meet clients. Client coordinators also arrange client appointments for the team and upgrade any existing appointments prior to service.

#### **Job Functions and Responsibilities (included but not limited to):**

- Greet guests and adhere to all customer service policies to provide exceptional service
- Assist opening and/or closing of the spa
- Work cooperatively with spa staff to maintain cleanliness, order and safety in the spa
- Answer telephones, return messages and respond to daily emails
- Schedule appointments and manage customer records through our booking system
- Explain spa services to clients and suggest add on services to enhance guest experience
- Keep all employees informed of customer needs and personalized requests
- Handle payments and cash handling for daily revenue reporting
- Sell retail items and encourage guests to purchase product for at home care remedies
- Assist with tracking shipment and supplies to maintain inventory levels

#### **Qualities and characteristics:**

1. Friendly, professional, and enthusiastic
2. Accurate, organized, and consistent
3. Punctual
4. Motivated
5. Ability to work independently and as part of a team
6. Computer skills essential
7. Excellent written, oral and communication skills

**Job Type:** Part Time including weekends and Holidays

**Salary:** Hourly pay with spa benefits and retail commission

**Experience:** 1 year of Customer Service (Preferred)

**Location:** Charleston, SC