



July 2024

Neuromotion
369 Terminal Ave
Vancouver, BC, V6A 4C4

Job Opportunity:
Client Experience Coordinator

Our Vision

Individuals impacted by neurological conditions are cared for in a supportive, inclusive, empowering setting and can access a knowledgeable and specialized multidisciplinary rehabilitation team.

Values

Compassionate | Knowledgeable | Honest | Dedicated | Team Driven

Position Summary:

Neuromotion is growing. We are seeking a part-time Client Experience Coordinator for our Vancouver clinic. This is a rare opportunity to join one of our energetic, fun and progressive clinics. We are passionate health professionals looking for an experienced, supportive, and strong front desk administrator to join our multidisciplinary team.

Who we are.

Neuromotion is a neurological rehabilitation organization that is uniquely positioned to treat people with neurological impairments. We currently have locations in Surrey, Victoria, Parksville, Vancouver and North Vancouver. We are committed to helping people establish and reach their rehabilitation goals in a caring and challenging way! Serving adults and children, our compassionate and knowledgeable team of 50 strong and growing, has a goal to provide the most rewarding and fun rehabilitation experience for all British Columbians.

Who you are.

As an individual you are inviting and sociable with strong communication skills. You are extremely organized and have the instinctual ability to assist when needed. Your strengths include multi-tasking, troubleshooting, and forward thinking. You pride yourself on being professional and have the confidence to take initiative.

Imagine working in a fast-paced environment where you make a difference! Each day, you will have the opportunity of providing excellent care to clients with neurological conditions. Your ability to connect and build rapport with clients as well as work with fellow team members will have a direct impact on the success of Neuromotion.



What will you focus on?

- **Assisting** the Clinic Manager with day-to-day duties
- **Greeting** all clients when entering the clinic with a pleasant demeanor
- **Scheduling** both clients and staff via the Jane platform
- **Confirming** no conflicts in the Jane platform
- **Managing** staff schedules
- **Executing** follow up appointments after initial assessments.
- **Winning back** customers who have not booked subsequent appointments
- **Collecting** new client data
- **Answering** phone calls and emails in an expedient and professional manner
- **Providing** a calm and sympathetic demeanor in difficult situations
- **Processing** daily billing and monitoring accounts receivables
- **Communicating** with the Management team
- **Ensuring** the absolute best experience possible for the client
- **Following** the Neuromotion Values
- **Organizing** other tasks as needed

What do you bring?

- University associate degree and/or Office Assistant Certificate is preferred
- A minimum of 1-5 years' experience in office administration, management, and client interaction would be an asset
- Experience with the Jane app
- An innate ability to connect with clients
- Flexibility
- Team, Organization and Communication, skills
- Empathy
- Positive Energy

What can we offer you?

- A positive, rewarding, and collaborative team environment
- Part time administrative employment (12-20 hrs/week) that includes afternoons, evenings, and weekends.
- \$20-22 per hour
- Opportunity for advancement into a management position within 2 years based on performance
- Health and Dental benefits
- RRSP options
- Paid stats when working 4 or more days a week
- Education allowance
- Amazing relationships with co-workers and clients



Contact us today!

Please submit a cover letter and resume to: hr@neuromotion.ca Attn: Carla McBeth

Note:

Neuromotion Physiotherapy + Rehabilitation follows immunization guidelines recommended by the Provincial Government.

This job posting is intended to describe the general requirements for the Administrative position. A complete list of assigned duties, responsibilities and requirements will be discussed during the interview process and subsequently documented in the Employee Performance Plan.

Neuromotion is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the basis of race, colour, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity, or gender expression.

Only those applicants under consideration will be contacted. Please accept our sincere gratitude for your interest.