

Front Desk Associate – Robb Facial Plastic Surgery & Aesthetics

About Robb Facial Plastic Surgery and Aesthetics

The mission of Robb Facial Plastic Surgery is to love and serve our patients through facial cosmetic enhancements and deluxe medical spa treatments. Dr. Robb Jr. and his team create a high-end, luxury, patient-centered, boutique cosmetic experience for every patient. We expect our team members to be an integral part of providing each patient an exceptional customer service experience they can't find anywhere else.

About the Job

- We are seeking a full-time, career-focused Front Desk Associate / Patient Care Concierge—someone with front desk experience, a passion for patient experience, and a desire for a long-term role in a growing aesthetic and medical practice.
We are *not* looking for someone seeking a short-term role or a “foot in the door.”
- This position ensures that our patients receive such an incredible experience that they want to return and refer others. Responsibilities include front desk administration, patient check-in/check-out, schedule management, and creating a welcoming environment for all patients.

Qualities We Look For in a Team Member

- Passion for customer service, patient experience, and hospitality
- Forward-thinking attitude that looks for ways to increasingly love and serve patients
- Confidence and humility when working in a team environment
- Ownership and accountability of your work
- Professional, warm, and friendly communication
- Superior attention to detail and accuracy
- Willingness to learn and contribute to the greater good of the team and patients
- Proactive approach—gets work done and goes above and beyond
- Non-smoker

Job Responsibilities (Front Desk / Administrative / Patient Care)

- Greet patients and visitors in a friendly, prompt, and helpful manner; provide directions and information
- Provide release and HIPAA forms for completion and signature
- Monitor schedule and organize patient flow for office appointments; work diligently to fill schedule openings
- Maintain a clean, organized waiting area and front desk workspace
- Answer phone calls, text messages, emails, and voicemails; respond to patients in a timely and efficient manner
- Abide by and promote HIPAA compliance; maintain strict confidentiality
- Make outgoing calls to fill schedule gaps
- Check out patients and schedule follow-up appointments
- Assist with additional administrative tasks and support functions as needed

Qualifications

- Bachelor's degree (preferred)

- Front desk experience, preferably in a medical, healthcare, aesthetics, spa, or hospitality setting (preferred)
- Strong administrative capabilities and exceptional organization skills
- Proven willingness to go above and beyond expectations
- High-end customer service or luxury hospitality experience is a strong plus

Benefits

- Health Insurance
- 401(k) with 4% match (after 1 year of employment)
- PTO
- Aesthetic treatment benefits after three months
- Employee skincare discounts