

## **Patient Concierge**

Skin Laser and Surgery Specialists of NY & NJ has several opportunities for qualified individuals to join our staff as a Patient Concierge. We have openings for both our NJ locations (Hackensack, Montclair, Westfield, Hillsborough) as well as in our Florida (Boca Raton) offices.

### ***Position Summary***

The Patient Concierge is a dynamic role at a rapidly growing advanced cosmetic and medical dermatology practice. The Concierge will be responsible for handling all cosmetic calls, completing in-house consults and generating new business from both current clientele and new business development. This is a position that requires superior customer service skills with the ability to discuss a range of general and cosmetic dermatology procedures with both new and existing clientele. The position requires a solid knowledge and background in the field of cosmetic and aesthetic dermatology. The Patient Concierge must be fully versed and able to discuss various laser treatments, injectables, various wrinkle filler injectables, and vein treatments. Ability to travel between locations is required.

This role requires the sophistication of white glove concierge service with the assertiveness of someone who doesn't take no for an answer. The ideal candidate is thoroughly organized, does not require hand holding, and can take the bull by the horns to run with the tasks assigned. You like to watch your hard work and business relationships grow. You are a results and goal oriented individual. You are skilled at building relationships and have a strong passion for helping people. This is what gets you out of bed in the morning!!

### ***Responsibilities:***

- Booking cosmetic consultation and treatments appointments for both current and new patients
- Responsible for follow-up telephone calls, following post treatment protocols
- Will investigate and analyze cosmetic consultation conversion rates and look to enhance treatment bookings with creative campaigns based off of past performance.
- Work with clientele on reputation management interviews for SEO (search engine optimization)
- Responsible for working with lead management to triage cosmetic patient inquiries
- Call past customers/patients to follow-up on past treatments and highlight current offers.
- Meet or exceed sales goals; create and maintain both internal and external metrics
- Work with Practice Manager on marketing cosmetic treatments and promotions
- Identify businesses in which can develop strategic alliances for new patient growth (i.e., gyms and salons within the targeted geographic areas).
- Generate new business through current leads lists and development of new leads lists.
- Attend in-house or outside vendor events with a goal of generating new business/patients
- Other duties as assigned by COO and Practice Manager

### ***Core Competencies:***

- Comfortable using e-mail, internet applications and Microsoft Office programs including: Strong working knowledge of Microsoft Word & Excel preferred basic computer knowledge.
- Ability to perform multiple diverse tasks simultaneously.
- Flexible schedule
- Excellent time management skills
- Pleasant and dynamic personality, able to patiently and thoroughly answer patient questions and ease patient concerns.
- Knowledge of all the procedures/ treatments/surgeries that are performed at office

- Practice clear and continuous communication with the doctor and staff on all patients

***Qualifications:***

- High School Diploma or equivalent, college degree preferred.
- Prior patient coordinator experience in the medical or cosmetic dermatology field preferred
- Proven success with business development
- Public relations or cosmetic sales experience preferred

For consideration, please email resume and cover letter to [susand@skinandlasers.com](mailto:susand@skinandlasers.com). Please be sure to include compensation requirements and refer to Job ID: CONCIERGE.