



## **Client Relationship Executive (Saturday Role)**

**Location:** Hopscotch Children's Therapy Centre

**Working Hours:** Saturday, 8:30 AM – 4:00 PM

### **About Us:**

**Hopscotch Children's Therapy Centre is dedicated to providing high-quality therapy services for children, helping them reach their full potential in a warm and supportive environment. Our multidisciplinary team works closely with families to ensure the best outcomes for every child.**

### **Role Overview:**

**As a Client Relationship Executive, you will be the first point of contact for families visiting the centre on Saturdays. Your role is to ensure a welcoming experience, manage appointments, and provide administrative support to therapists and clients.**

### **Key Responsibilities:**

- **Client Support & Communication:**
  - Greet and assist families upon arrival, ensuring a friendly and professional experience.
  - Answer inquiries via phone, email, and in-person, providing accurate information about services and appointments.
  - Address client concerns promptly and escalate issues when necessary.
- **Appointment & Scheduling Management:**
  - Manage Saturday appointment schedules efficiently.
  - Confirm and update bookings, cancellations, and rescheduling as needed.
  - Coordinate with therapists to ensure smooth session transitions.
- **Administrative Support:**
  - Maintain and update client records with accuracy.
  - Process payments, invoices, and insurance documentation where applicable.
  - Prepare necessary materials for therapy sessions.
- **Centre Coordination & Operations:**
  - Ensure the reception and waiting areas are clean, organized, and welcoming.
  - Assist therapists with minor administrative tasks.
  - Enforce health and safety protocols to maintain a safe environment.

### **Key Skills & Qualifications:**

- **Previous experience in customer service, front desk administration, or client relations (preferably in a healthcare or therapy setting).**
- **Excellent communication and interpersonal skills.**
- **Strong organizational abilities and attention to detail.**
- **Proficiency in Microsoft Office and scheduling software.**
- **Ability to handle sensitive client information with confidentiality.**
- **A compassionate and patient-centered approach.**



**What We Offer:**

- **A supportive and friendly work environment.**
- **The opportunity to make a positive impact in the lives of children and families.**
- **Competitive hourly pay.**

**If you are passionate about providing exceptional client service and want to contribute to a meaningful cause, we would love to hear from you!**

**To Apply: Please submit your CV and a brief cover letter detailing your experience and interest in the role.**