

Practice Manager

- **Full-time (40hrs) pivotal role for a thriving practice**
- **Fantastic opportunity to utilise your skills in a close-knit team**
- **Greenlane and Newmarket locations**
- **Flexible working arrangements - work from home for 15hrs/week**

Salary \$65-75k (potential financial bonus scheme)

Auckland Physiotherapy is an innovative physiotherapy clinic and Health Collective, with locations in Greenlane and Newmarket.

A fantastic opportunity has become available for a people-focused, high-energy and well-presented Practice Manager to run our busy and growing Auckland clinics.

This role suits someone who works well in a fast-paced environment, loves interacting with clients and staff, is careful/pays attention to detail, and wants to work with an awesome team of people all striving toward the objective of helping clients feel their best.

This role is accountable for, but not limited to:

- Oversee day-to-day operations of the business including finances, clinic maintenance, HR and administration for a thriving physiotherapy and health collective across 2 central locations
- Manage the admin team consisting of 2-3 receptionists and payroll
- Manage and assist with employee recruitment, induction, and termination processes
- Manage monthly staff inservices as well as ongoing, client-focused seminars and workshops
- Ensure exceptional first impressions with our clients
- Ensure practice compliance with health and safety standards
- Inventory and stock management
- Complete fortnightly all-staff updates and monthly reporting to the directors
- Debtor and creditor management and ACC invoicing (assisted by an accounts manager/book keeper)
- Provide support to the directors as well as physio and health collective practitioners
- Holiday leave management
- Improve and manage internally developed information tracking systems and client management systems
- Maintain relationships with clients and handle complaints
- Implementation of VIP service for loyal clients
- Dealing with client complaints and clinic risk management
- Assist with marketing as well as proofreading and editing of marketing and website content
- Production of quarterly reporting for board meetings
- Other relevant duties

Required Experience, Skills and Qualifications

This role requires:

- 3+ years relevant experience working in a busy practice and managing direct reports
- Excellent communication skills - both verbal and written
- A professional, positive and eager-to-learn attitude
- Attention to detail and efficient time management
- Proficient use of Excel, Word, and moderate computer literacy skills
- Self-motivation and the ability to prioritise
- Team player, who enjoys a busy environment
- Organised and punctual
- Ability to multitask and pick up new systems quickly

If you are ready to work for a company that values you, we would love to hear from you.

Check us out online at www.aucklandphysiotherapy.co.nz, on our Instagram @aucklandphysiotherapy or Facebook www.facebook.com/aucklandphysiotherapy

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