

WE'RE HIRING

Client Experience Team

Building Relationships to Help Clients and Guests Feel at Home

Our Client Experience Team provide clients and guests an excellent first impression at Harrison. We answer questions about the Centres and our unique care model to ensure clients are well cared for from the start.

The Client Experience team is a place for passionate people to contribute to relationship building with clients. We support enrollment, retention, quality assurance, and renewal services with clients.

WHAT YOU'LL DO:

Working closely with our enrollment, finance, and clinical care teammates, we collaborate to provide an empathetic approach to client relationships that encourages positive outcomes for everyone involved.

- Provide an inviting, high-end hospitality experience when welcoming clients and guests to the Centre through memorable interactions and experiences
- Act as a liaison between client enrollment and ongoing care, educating clients on our programs and services
- Anticipate client needs and ensure each experience is seamless, appointments are on time, and clients are kept informed
- Respond to a wide variety of requests by accurately assessing client needs and adding personalized recommendations and touches to achieve maximum client satisfaction
- Provide highly tailored communication through onboarding and check-in calls to educate clients and learn from their experience
- Share feedback to continually enhance service delivery, the client experience, and team efficiency

For more information on this opportunity and to apply, contact us



QUALIFICATIONS, EDUCATION AND EXPERIENCE:

- Experience in a client service position with a demonstrated talent for providing personalized, compassionate service and care
- Excellent interpersonal, written and oral communication skills
- Proven talent to effectively prioritize workflow and tasks, with a strong attention to detail
- Demonstrated ability in active listening, intuitive thinking, and problem-solving skills
- Experience using an electronic medical record (EMR) system, a customer relationship management (CRM) tool and/or Microsoft 365 considered an asset
- Experience working in a luxury hospitality or healthcare environment is an asset

MEMBERS OF THE HARRISON TEAM ALWAYS:

- Seek out ways to demonstrate our core values of compassion, innovation and excellence
- Display enthusiasm for delivering personalized care
- Navigate and adapt to clinical challenges
- Contribute to a forward-thinking healthcare company and help drive innovation in the industry
- Lean in to learning and willing to use a variety of technologies

