

Front Desk Operator

Date posted: January 31, 2026

Pay: From \$20.00 per hour

Job description:

Front Desk Operator / Patient Experience Coordinator

True Resilience Integrative Medical Solutions

Location: East Valley (Chandler, AZ)

Status: Full-time, in-office

About Us

If you want to work at one of the best naturopathic clinics in the East Valley, helping to change people's lives using a unique and powerful flavor of holistic medicine, keep reading.

We are a naturopathic clinic specializing in neurological conditions, traumatic brain injuries, PTSD, gut/brain axis disorders, chronic pain, and post-partum.

Our mission is to help people become stronger so they can handle more.

Role Overview

The Front Desk Operator is the owner of everything that touches the front door of the clinic: leads, patients, schedules, communication, and first impressions. You protect patient trust, clinic flow, and revenue through urgency, professionalism, compassion, and follow-through.

This is a patient concierge and light sales role in a busy, high-responsibility clinic, not a “sit and scroll at the front desk” position.

You'll be measured on lead response time, conversion to bookings, CRM accuracy, patient experience, and reliability.

Key Responsibilities

- Be the warm, professional first point of contact for all patients and leads (in-person, phone, text, email).
- Respond to new inquiries quickly (within minutes, not hours) and convert them into booked appointments.
- Schedule and manage new patient and follow-up visits to keep providers' calendars full and running on time.

- Own lead follow-up until they are either booked or clearly disqualified; no leads “left hanging.”
- Check patients in and out, collect payments, and clearly communicate visit expectations.
- Confidently explain care plans, treatment packages, and pricing at a high level (no apologizing for cost).
- Maintain a clean, organized, calm reception area that reflects our standard of care.
- Keep our CRM/EMR accurate and up to date: notes, next actions, and ownership for every lead and patient.
- Coordinate with providers about patient arrivals, schedule changes, and urgent patient needs.
- Contribute to improving front-desk SOPs so the system gets better over time.

You’re a Great Fit If You...

- Are easy to work with, coachable, and genuinely enjoyable to be around.
- Bring serious people skills: warm, empathetic, and able to hold boundaries with patients in pain or distress.
- Have a “NINJA” ability to multitask: phones, booking, patients in front of you, and details in the CRM.
- Hate clutter, disorganization, and loose ends; you like things complete and clean.
- Are comfortable having money conversations (pricing, payments) without getting awkward or apologetic.
- Show up on time, every time: punctual, reliable, and bring a can-do attitude.

This Role Is NOT a Fit If...

- You want a slow, chatty front desk job where you can “just be social.”
- You get overwhelmed when phones, patients, and scheduling all hit at once.
- You avoid money conversations or feel uncomfortable talking about pricing.
- You need constant reminders and supervision to follow up on tasks.
- You see this as “just a job” rather than a role you take ownership of.

Requirements

- High school diploma or equivalent.
- 1+ year of front desk, receptionist, or strong customer service experience (healthcare preferred but not required).
- Confident with desktop computing, basic office software, and learning new systems.

- Strong written and verbal communication skills.
- This is a fully in-person role in Chandler, AZ.
- Must be available:
- Monday & Wednesday: 10:30 am – 6:30 pm
- Tuesday, Thursday & Friday: 8:30 am – 4:30 pm

Bonus (Not Required, But Moves You to the Top of the List)

- Experience in medical, wellness, or therapy environments.
- Skills in content creation, marketing, or community outreach.

Compensation & Perks

- Starting pay: \$20 per hour.
- Medical treatment, supplements, and prescriptions at cost for employees.

How to Apply

If you're still reading and you think you're a good fit, submit your resume and a short cover letter explaining:

- Why this role and this clinic resonate with you.
- A specific example of a time you handled a very busy front-desk or customer-facing situation well.

True Resilience is an equal opportunity employer.

We look forward to reviewing your application.

The True Resilience Team

Job Type: Full-time

Education:

- High school or equivalent (Preferred)

Experience:

- Customer service: 1 year (Preferred)

Work Location: In person