

Job Application

Position: Part-time clinic receptionist at Treloar Physiotherapy Kerrisdale

Source: "Staff & Faculty Careers." *UBC Human Resources*, ubc-csm.symplicity.com/students/index.php?s=jobs&ss=jobs&mode=form&id=af06546db616758c4c09e3b770a634a7.

Job description

Treloar Physiotherapy is hiring for a part-time receptionism to join their front-desk administrative team. The position will handle the clinic's administrative tasks and assist the physiotherapists, acupuncturist and the clinic office manager to ensure that exceptional experiences for the patients. The candidate will work 3 shifts per week starting in May 2019, with the intention of continuing the part-time job during the 2019//2020 school year, with training starting in April 2019.

Responsibilities

- Greeting patients
- Scheduling appointments
- Answering phone call and inquiries
- Processing payments
- Scanning and filing documents
- Day-end cash out
- Managing insurance claims and reports
- Communicating with third party funders
- General upkeep of clinic

Qualifications

- Energetic and outgoing
- Organized
- Self-motivated, hardworking and reliable
- Exceptional customer service skills
- Strong interpersonal communication skills both in person and on a telephone
- Flexibility and desire to be part of a team environment
- Minimum one year commitment
- Current student in undergraduate program

5665 Irmin Street
Burnaby, BC V5J 0C4

March 25, 2019

Christine Strang
Treloar Physiotherapy Kerrisdale
#203 - 5511 West Boulevard, Vancouver, BC V6M 3W6

Dear Ms. Strang,

Please consider my application as candidate for the position of part-time front-desk administrative team at Treloar Physiotherapy Kerrisdale, which was advertised on March 4th, 2019 on UBC careers. As a third-year kinesiology student at UBC, I am prepared and excited to work in a professional environment that coincides with my career goals towards the health care setting.

My experience as a fitness trainer and desk staff has provided me with extensive communication and customer service skills, and fostering a genuine appreciation for building connections with others. As a fitness instructor at an all-women's kickboxing studio, I am constantly exposed to women of all cultural and health backgrounds, varying fitness and motivations levels. Being responsible for all administrative and sales tasks during my shift has provided me with ample experience in working with financial and legal documents, processing payments and booking appointments. Through my time at UBC Bodyworks as a group fitness trainer, I became experienced in creating safe, engaging fitness programs to various demographics. The fast-paced environment required multi-tasking and a high level of performance for all tasks.

I am prepared to dedicate strong work ethics towards the role of a receptionist at Treloar Physiotherapy. I believe my planning and organizational skills, and willingness to learn, will allow me to assist the physiotherapists, acupuncturist and clinic office manager, and ensure that patients experience exceptional service at the clinic. I aim to grow as a student and an aspiring physiotherapist during my time at Treloar Physiotherapy, enhancing my studies with the learning opportunities at the clinic.

I am confident that my passion for health care, active-living and team work, will carry over to this position. I have attached a copy of my resume for your review, and I look forward to hearing from you. Please reach out to me at christine1221@me.com, thank you for your time and consideration.

Sincerely,

A handwritten signature in black ink, appearing to read 'Christine Pang', with a stylized, flowing script.

Christine Pang

Christine Pang
5665 Irmin Street
Burnaby, BC V5J 0C4
778-837-2705
Christine1221@me.com

Objective

Front desk Administrative position at Treloar Physiotherapy Kerrisdale

Education and Awards

University of British Columbia: Bachelor of Kinesiology – expected May 2020,
CGPA: 4.10/4.33

Trek Excellence Scholarship Award – November 2018

Experience

30 Minute Hit Burnaby – Fitness Trainer (2014-present)

- Prescribes and instructs kickboxing and conditioning exercises for individuals and groups according to their status and needs
- Conducts workouts of all levels for 4-8.5 hours per shift and instructed numerous new students of all backgrounds, including those who have previously been sedentary or are working with injuries and/or chronic diseases
- Manages all areas of legal documentation, administering student contracts and payments, sales of merchandise, and student cancellations.
- Works individually and oversees the studio to answer questions, accommodate concerns regarding specific exercise execution or injuries, and solve any membership and payment conflicts

UBC Bodyworks – Group Fitness Trainer (2018)

- Created and instructed lesson plans based on ACSM's exercise guidelines that are targeted towards functional movements for clients aged 50 and above
- Utilized limited equipment to immediately provide suitable modifications and fitness recommendations during the class, for students with pain, injuries, and disabilities
- Mentored class volunteers in developing appropriate exercises for an several age demographic and methods to deliver an engaging, yet adaptable class

UBC Bodyworks – Personal Trainer Supervisor (2018)

- Individually overlooked the facility while performing administrative tasks, addressing all questions and concerns of members, and ensuring all gym equipment is used properly
- Responsible for ensuring exercise is performed safely and correctly at all times by all gym members to decrease risks of injury
- Aided trainers during class sessions and assisted managers in data entry and organizational tasks, event planning, and the maintenance of the facility

Qualifications and Skills

ACSM Certified Personal Trainer. Emergency and First Aid CPR Level C.
English (Fluent). Cantonese (Fluent). Mandarin(Beginner). French (Beginner).
Leadership. Customer service. Fitness training. Personal training. Organizational.

References available upon request.

Reference request letter 1

5665 Irmin Street
Burnaby, BC V5J 0C4
March 25, 2019

Teri Brewer
30 Minute Hit Burnaby
1801 Rosser Ave
Burnaby, BC V5C 6R4
Subject: Reference Request for Physiotherapy Clinic Receptionist Position

Dear Mrs. Brewer,

I am reaching out to ask whether it would be possible for you to provide me a reference. I am in the process of applying for a front-desk position, and your assistance would be greatly valued.

Working for you as a trainer at your gym since 2016 has been so rewarding as you have taught me so many useful business and training skills. If you would be able to attest to my expertise as a fitness leader and to the skills 30MH has provided me with, I would greatly appreciate it.

I am currently seeking an opportunity as a receptionist at Treloar Physiotherapy, and having your positive input would be greatly valuable to me. Please let me know if I can provide you with any of my previous experience and qualifications for the reference. I have attached my resume for your review. Should you have any questions or comments, please reach out to me at christine1221@me.com. Thank you for your time and consideration.

Sincerely,

Christine Pang

Enclosure: Resume

Reference request letter 2

5665 Irmin Street
Burnaby, BC V5J 0C4
March 25, 2019

Janelle Iglesias
University of British Columbia
2329 West Mall
Vancouver, BC V6T 1Z4

Subject: Reference Request for Physiotherapy Clinic Receptionist Position

Dear Ms. Iglesias,

I hope you are doing well. I am in the process of applying for a new position as a group fitness instructor. During the time that I worked for you as a fitness trainer from January to September 2018, you provided me with immense insight towards training a clinical population, and older demographic. The skills I have acquired from working at Bodyworks would be greatly beneficial to further my career goals, and I would sincerely appreciate it if you can attest to my qualifications.

Please let me know if you would like any information regarding my recent experience to assist you in giving me a reference. I have attached my resume for your review. Please reach out to me at christine1221@me.com. Thank you.

Sincerely,

Christine Pang

Enclosure: Resume

Reference request letter 3

5665 Irmin Street
Burnaby, BC V5J 0C4
March 25, 2019

Eric Mathias
Moksha Yoga Burnaby
4701 Hastings Street
Burnaby, BC V5C 2K8
Subject: Reference Request for Physiotherapy Clinic Receptionist Position

Dear Mr. Mathias

I hope you and the rest of the Moksha crew are doing well, I am reaching out to ask if you can provide me a reference for a new opportunity I am seeking as a receptionist at Treloar Physiotherapy in Kerrisdale.

My continuous work at your studio gave me with ample customer service skills, and I would greatly appreciate your reflect the quality of work and dedication I provided while working at Moksha. Please find my resume below to assist your writing of the reference. I understand you are extremely busy, and I am thankful for your help and time.

Should you require any additional information regarding my updated experience in order to write the reference, please do not hesitate to contact me at christine1221@me.com. I look forward to hearing from you.

Sincerely,

Christine Pang

Enclosure: Resume