

CLINIQUE LA PRAIRIE THE ART & SCIENCE OF LIFE

Clinique La Prairie's commitment is to help and inspire our guests to live a healthier, longer and better life. Our holistic approach to medical wellbeing uses a combination of progressive medical expertise, and an exciting collection of traditional and alternative philosophies. All our programs in Madrid are built on our pillars for longevity & beauty: MEDICAL CARE, NUTRITION, AND ESTHETIC MEDICINE.

We are looking to recruit our new

ASSISTANT DIRECTOR FOR CUSTOMER EXPERIENCE FR/EN/

Reporting directly to the GM of Clinique La Prairie Madrid, your main duties will be as follows:

The assistant director works jointly with the General Manager of CLP Spain, performing tasks of customer service, management support, organization, coordination and planning of administration and support tasks, assistance in sales tasks and support in Marketing, events, and Customer Experience.

Responsibilities

- Customer Service process management & receptionist
- Anticipate the implicit needs of customers, meeting their expectations and demands with a 5-star service. The availability, interest, and proactivity as necessary qualities to be able to surprise the client by giving answers to their expectations not formulated.
- Coordinate and book appointments and provide users with information and support regarding treatments and programs, both in Spain and in Switzerland (cross-selling).
- Sales and marketing assistance with the GM.
- Assistance to management and other departments of the organization (medical & auxiliary), performing administrative, accounting, documentary, information management and internal and external communication functions.

Requirements

- Guarantee a professional quality service (proactivity, dynamism, speed of execution of tasks, presentation, behavior).
- Results orientation, continuous improvement, planning, organization, priorities, analytical and decisive capacity
- Previous experience in at same position. In same industry is a plus
- Strong technical PC skills with Office365
- Proficiency in English, French is a plus
- Detailed oriented
- Willingness to learn new tools and processes
- Proven ability to effectively prioritize workflow
- Strong organizational skills
- Excellent interpersonal written and oral communication skills
- Ability to exercise good judgment, show initiative and be proactive
- High standards of ethics and confidentiality to handle sensitive information.

If you are this person, please join us!

You can send your application file to info@cliniquelaprairie.es our team will contact you as soon as possible.

For more information about our organisation :

<https://cliniquelaprairie.es/>

<https://cliniquelaprairie.com/es>

Clinique La Prairie
Human Ressources Team