



DESCRIPTION OF THE ROLE

Job Title: Centre Manager	Branch: Worli / Bandra
PURPOSE	
<p>Responsible for providing a seamless experience to clients through effective day-to-day running of the centre in coordination with Doctors, Therapists and Management. To ensure compliance of the Vedary policies and procedures.</p> <p>The primary objective is to hold space and build genuine relationships with all guests and assist them through their journey of transformation at Vedary.</p>	
No.	MAIN RESPONSIBILITIES
1.	<p>Centre Management</p> <ul style="list-style-type: none"> ▪ To be the single point of contact for guests and providing assistance by coordinating between doctors, therapist, accounts and management ▪ To collect feedback from all internal parties and provide key recommendations to management for enhancing internal procedures ▪ To manage events in coordination with all the respective parties and orient prospective clients to the philosophy of Vedary and the services we provide ▪ To timely and effectively oversee office maintenance (including opening and closing the centre), procurement of office supplies and fulfilment of any other administrative needs (during events for instance) ▪ To liaise with the Accounts & Administration departments ensuring the timely maintenance and cleanliness of the Centre
2.	<p>Guest Services</p> <ul style="list-style-type: none"> ▪ To attend to the clients' enquiries, explain the services of Vedary in detail, schedule their appointments in coordination with the doctors and therapists. ▪ To meet and greet the clients and ensure a satisfactory experience during their visit. To follow-up with the clients on an ongoing basis and do the necessary coordination with internal parties for revisits. ▪ To timely resolve grievances of the clients through coordination with the management in line with grievance policies and procedures.

3.	<p>Reporting / Internal coordination /Administrative</p> <ul style="list-style-type: none"> ▪ To manage the employees’ attendance, their conduct with clients and the services they provide to them. To ensure quality compliance in terms of service provided and personal conduct of employees (including personal hygiene). ▪ To prepare the therapists’ duty roaster and update changes efficiently if required. ▪ To timely update all the business details and submit them to the Accounts Manager with all supporting documents. ▪ To submit regular weekly / monthly MIS (Management Information System) reports covering the activities of the Centre and present them to management along with recommendations. ▪ To provide the necessary support to team members in order to extend effective and efficient services to clients.
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<p>PROFILE SPECIFICATIONS</p>
<p>Qualifications and Knowledge: Bachelor’s degree in wellness related field would be preferred. A background in Food Science and Nutrition would be an advantage. Moreover, an inclination towards health and an interest in service are essential</p> <p>Job Skills: Managerial, teamwork and leadership, analytical, excellent communication skills, time management, organizing, MS office</p> <p>Experience: 5 years experience in wellness centre management handling end-to-end client services.</p>

Available shifts

Worli – 11 30 am to 9 pm (Weekends 10 30 am to 8 pm)

Bandra – 7 am to 3 30 pm

6 days a week – Monday off

Email updated CV to hello@vedary.com
Kindly call on 7900007351 for further queries