

Job Title: Administrative Assistant

Location: 3 Mound Court, Unit 4, Merrimack, NH 03054 — Lotus Acupuncture & Wellness

About Us:

At Lotus Acupuncture & Wellness, we believe in nurturing the body's natural ability to heal. Located in Merrimack, NH, we offer a holistic blend of ancient and modern wellness modalities: acupuncture, Chinese herbology, cupping, gua sha, moxibustion and adjunct therapies. Our mission is to provide personalized, compassionate care that restores harmony and vitality.

Position: Part-time

1. Front Desk & Communication

1. Answer incoming calls promptly and professionally
 2. Return voicemail messages and follow up as needed
 3. Respond to emails and online appointment requests
 4. Greet clients warmly as they arrive
 5. Confirm appointments and send reminders (phone/text/email)
-

2. Scheduling & Calendar Management

1. Schedule new appointments and manage cancellations/rescheduling
 2. Update provider calendars (acupuncturists, massage therapists, etc.)
 3. Coordinate appointments with room availability (treatment rooms, steam sauna, BioMat room)
 4. Track no-shows and reschedule when appropriate
 5. Ensure accurate intake/insurance info is logged
-

3. Client & Office Administration

1. Check clients in and out efficiently
 2. Collect payments and process point-of-sale transactions
 3. Update client records and treatment notes (as permitted)
 4. File paperwork and maintain organized electronic records
 5. Prepare new-client welcome packets/forms
 6. Check clients in and out for steam sauna sessions
 7. Check clients in and out for BioMat sessions
-

4. Clinic & Common Area Maintenance

1. Light cleaning of waiting area (straighten magazines, wipe surfaces)
 2. Sweep/vacuum common areas and reception floors
 3. Bathroom maintenance:
 - Wipe counters and sinks
 - Restock soap, toilet paper, and paper towels
 - Sweep/mop if needed
 - Empty trash and replace liners
 4. Refill client amenities (water, tea station, hand sanitizer)
 5. Keep reception counter organized and clutter-free
-

5. Treatment Room Setup & Close-Down

Between clients:

1. Apply fresh linens and pillow covers
2. Provide clean towels and bolsters
3. Disinfect tables, face cradles, and equipment
4. Arrange supplies for the next session

Steam Sauna:

1. Prepare and run steam sauna for scheduled sessions
2. Clean and disinfect steam sauna after each use
3. Reset linens, towels, and hydration supplies

BioMat Room:

1. Prepare and run BioMat for scheduled sessions
2. Reset room after each use (linens, pillows, sanitation)

End of day:

1. Light sweep or spot-mop treatment room floors if needed
 2. Turn off lights and electronics
 3. Check supplies/restock as needed
 4. Lock rooms and secure equipment
 5. Power down steam sauna and BioMat according to protocol
-

6. Inventory & Supplies

1. Monitor inventory levels (linens, oils, cups, cleaning products)

2. Monitor steam sauna supplies (towels, cleaning agents, hydration items)
 3. Monitor BioMat room linens and sanitation supplies
 4. Place supply orders when low
 5. Track delivery receipts and storage
-

7. Clinic Support & Team Assistance

1. Communicate schedule changes with providers
 2. Assist with light marketing tasks (social media reminders, flyers, promotions)
 3. Help with special projects (patient surveys, newsletters)
 4. Provide backup support for other administrative-related tasks
-

8. Weekly Tasks

1. Deep clean reception area, treatment rooms, steam sauna, and BioMat room
 2. Vacuum/mop all floors thoroughly
 3. Reconcile payments and prepare daily reports
 4. Organize paperwork and archive old files
 5. Check voicemail log and clear outdated messages
 6. Review scheduling trends (busy times, open slots)
-

9. Monthly Tasks

1. Inventory audit and supply orders
2. Update client records and insurance details
3. Review and update clinic policies if needed
4. Office improvement suggestions (workflow, reception area, client experience)

How to apply:

Apply via the form on <https://www.lotusacupuncturewellness.com/careers>