ADIO
CHIROPRACTIC

CAREERS · PATIENT EXPERIENCE TRACK · RUNG 1

Patient Concierge Coordinator

You are the first person a patient meets and the last person they see. You set the tone for their whole visit.

LOCATION	SCHEDULE	TRACK	NEXT RUNG
Peoria, AZ	Hourly, about 35 hours a week	Patient Experience, Rung 1	Operations Manager

GRATITUDE / EXCELLENCE / FAITH / AUTHENTICITY

01 THE MISSION

Set the tone for every visit

When you do this well, patients feel welcome, they keep their next appointment, and they get the care they came for. *That is how people actually get better.*

ROLE	TRACK	LOCATION	HOURS
Patient Concierge Coordinator	Patient Experience, Rung 1	Peoria, AZ	Hourly, about 35 a week

COMPENSATION

Pay is competitive and discussed during hiring.

THIS ROLE ALSO HAS NEGOTIABLE BONUSES TIED TO WHAT IT CONTROLS

Care plans

A percentage of care plans paid in full at the front desk

Maintenance plans

An amount per maintenance plan, for example, $2 per plan

Google reviews

An amount per Google review generated, for example, $1 per review

Quarterly team bonus

When show rate and collection targets are held

Bonus amounts are worked out together and are not fixed.

02

THE REAL WORK · EXCELLENCE

A normal Tuesday

A normal Tuesday looks something like this.

BEFORE DOORS OPEN	You set up the front, check the schedule, and join a three to five minute team huddle.
MORNING SHIFT	You greet every patient by name, check people in, give office tours, answer phones, and book and rebook visits so care plans stay on track. The standard is 10% or fewer patients leaving without a next appointment.
AT THE DESK	You collect payments at the desk, handle balances, and keep auto drafts clean.
NEW PATIENTS	You walk new patients through intake and make their first day feel easy.
DECOMPRESSION	You set up the decompression table, help patients on and off, and take it down after.
BETWEEN PATIENTS	You make reactivation calls, ask happy patients for reviews, and send birthday cards.
AT CLOSE	You make sure tomorrow is set up and nothing is left loose.

SYSTEMS YOU WILL LEARN

ChiroHD

iSolved

We train you on all of them.

EXPERIENCE

Experience in a chiropractic, medical, or front desk setting is helpful. Character and curiosity matter more. We will train the skills. We also look for reliability, a track record of showing up and owning outcomes, and coachability, wanting to grow into the Operations Manager role over time.

03

WE WANT YOU TO KNOW THESE UP FRONT · AUTHENTICITY

The hard parts

01 The front gets busy. Phones ring while three people are checking in, and you will need to stay calm and kind through it.

02 You will ask people for money every day. Some days that conversation is easy and some days it is not.

03 The billing load is real. Point-of-service collections, balances, and auto drafts are part of every day.

04 Decompression setup and takedown is physical, repeated work.

05 This is a small team. Everyone is cross-trained, so some days you will cover a teammate's critical tasks.

06 We hold a high standard. Same day accuracy, following the process, and fixing the small thing matter here.

04

WHO THRIVES HERE

Our four values, in this seat

i.

Gratitude

We get to, not we have to.

You genuinely light up with people, and you see the work as something you get to do.

ii.

Excellence

Set the standard. Hold the line.

You do it right when no one is watching, and you follow the process.

iii.

Faith

Trust the process. Trust each other.

You trust the care process on hard days and you back up your teammates.

iv.

Authenticity

Fully present. Fully us.

You are real with patients, present with the team, and quick to own a mistake.

05

THE PATH · FAITH

Where you can go from here

RUNG 1 · YOU START HERE

Patient Concierge Coordinator

Warm, organized, comfortable asking for payment, calm with a full waiting room

12 months minimum before climbing

RUNG 2

Operations Manager

Owns decompression, executes onboarding, and owns inventory and supplies

Standard setter for the front

RUNG 3 · CROSS-LANE LEADERSHIP

Clinic Director

A lane leader who grows into owning the whole clinic's outcome

Revenue, payroll %, margin, hiring, the review rhythm, and the training standard

After at least 12 months, you can climb to Operations Manager. That opens when:

- ☐ You have passed the skills checklist: phones, scheduling, payments, decompression, intake.
- ☐ You have held schedule fill, show rate, and collections over a rolling 90 days.
- ☐ You can open and close the clinic on your own.
- ☐ You can share the four values with real examples.
- ☐ The clinic's growth funds the next floor.

From there, the path leads to Clinic Director.

HOW GROWTH WORKS HERE

You climb by owning your lane more deeply. You will not be promoted out of what you love. Each rung has its own pay range, and inside a rung, raises are possible. Moving to the next rung is a promotion, and it opens up when the clinic is growing enough to fund it. Revenue first, title second.

06

HOW WE HIRE · GRATITUDE

Exactly what to expect

1 Apply and complete the short task at the end of the job post.

2 We review every application and reach out to the people we would like to meet. We get back to you as soon as we can.

3 A five minute phone conversation.

4 A working interview in the office, about 90 minutes. You spend an hour watching a real shift and then we talk.

5 We make a decision quickly and let you know either way.

HOW TO APPLY

Tell us what stood out to you, and why you want this role.

Apply through our listing, then send a short video or message to Dr. G telling us what stood out to you in this post and why you want this role. That step matters to us.

SEND APPLICATIONS AND YOUR VIDEO OR MESSAGE TO

drgaylen@gmail.com

You are interviewing us too. A great question to start with is "Where can I go from here?"

ADIO CHIROPRACTIC
PEORIA, AZ