

**Job Title**

Receptionist

**Reports to:**

Operations Manager

**Role:**

To provide high quality reception and administrative support services to patients, doctors and staff. High levels of customer service, the ability to work independently and as part of a busy team and take a friendly but professional approach to work are all vital to the success of this role. The ability to be well organised, adaptable and work with a high level of accuracy and attention to detail are also key.

**Essential Criteria:**

- Demonstrated previous relevant experience (including reception/administration/customer service)
- Demonstrated ability to work effectively within a fast-paced work environment and think on your feet
- Demonstrated ability to prioritise and organise effective workflow
- Demonstrated high level customer service skills (for both internal and external customers and stakeholders) with the ability to deliver services in a caring and supportive manner
- Excellent written and verbal communication skills including the ability to communicate with a diverse range of people
- Demonstrates attention to detail to ensure accuracy of work.
- The ability to use initiative and contribute to a “can do”, solutions focussed culture within the reception team.
- Excellent problem solving and decision making skills.
- High level of computer literacy including Microsoft Office applications, practice management applications (appointment management, billing patient records, etc)
- Sound numeracy skills and ability to accurately process electronic billing and banking.
- Ability to work independently, show initiative and work productively within a team environment
- The demonstrated ability to understand the importance and apply confidentiality/privacy principles in all areas of work.



**Desirable Criteria:**

- Previous experience in a health related industry
- Previous experience in the use of medical software
- Previous experience in resolving complex customer service issues
- An understanding of medical terminology, medical and allied health professional organisations and relevant stakeholders

**Position Responsibilities and Duties:**

General

The reception duties and responsibilities include, but are not limited to:

- Meeting and greeting patients in a friendly, caring and professional manner
- Answering and processing telephone calls in a timely, friendly and professional manner
- Managing messages effectively and appropriately, based on urgency and importance and following up to ensure completion
- Liaising with patients and their families in a confidential and compassionate manner with a focus on helping to achieve positive outcomes
- Liaising with internal (doctors, nurse, other staff) and external customers (employer clients, etc) and stakeholders (pharmacies, residential aged care facilities) to help facilitate and achieve positive outcomes
- Accurately making appointments, in accordance with booking procedures
- Accurately billing patients, receipting monies and undertaking banking procedures
- Accurate processing of incoming and outgoing correspondence in accordance with established procedures
- Operating all aspects of an EFTPOS machine
- Accurately completing Medicare batching
- Confirming appointments, following up recall letters and debtors, as appropriate.
- Attendance at practice and team meetings and participation in professional development activities
- Contributing to maintaining the cleanliness of the practice
- Perform additional tasks as directed by supervisors
- Understand and promote the vision of Highlands General Practice
- Perform work in accordance with Highlands General Practice policies and procedures
- Maintain confidentiality of all information at all times
- Ensure a safe working environment at all times



### **Station Duties**

Reception duties are based on allocated Station Duties to facilitate smooth workflow and clear accountabilities and responsibilities. Details of station duties (which are subject to change) are to be finalised and will be provided as part of the Offer of Employment.