



Position Description:

Receptionist

Applicable Award: Health Professionals and Support Services Award 2010

Employment Status: Full Time

Purpose of Position

- To provide exceptionally high calibre care to patients and visitors of Charles Clinic Heart Care.

Primary Responsibilities

To provide an exceptional standard of service to patients and visitors of Charles Clinic Heart Care including:

- Providing an exceptionally high calibre reception service to the Clinic.
- Answering the telephone promptly and courteously.
- Making and confirming appointments for patients following existing guidelines.
- Billing patients and attending to account queries.
- Ensure diagnostic testing appointments are confirmed at least two days in advance.
- Ensure patient connect is dealt with in a timely manner.
- Providing accurate and efficient data entry.
- Provide support to clinical staff, as required.
- Collection, scanning, distribution and logging of mail.
- Ensure the tidiness of the waiting room and other areas of the practice.
- Work within the auspices of the practice Policy and Procedure Manual.
- To maintain confidentiality of all patient and practice information
- Any other duties within capabilities as directed.

Other Duties

- Actively participate in Staff Meetings.
- Attend in-house and external professional development as required.
- Participate in accreditation processes, as required.

Desirable Skills and Attributes

- Commitment to patient-centred care.
- Possess high calibre interpersonal, communication and presentation skills.
- Commitment to excellence in all duties, including accuracy and quality.
- Ability to work autonomously or as part of a broader team.
- Demonstrated ability to prioritise work within a busy work environment.
- Aptitude for learning new software programmes.
- Previous experience working in a similar environment would be advantageous.

Hours of Work

The practice operates from 7.30 a.m. to 6.00 p.m. It is expected that the position will operate within this span of hours. Some additional hours may be required to meet patient care needs including Saturday.