

 North Coast NSW	POSITION DESCRIPTION	PD046	Clinic Receptionist
		Version	1.0

JOB TITLE: Clinic Receptionist
REPORTS TO: Practice Manager
LOCATION: Port Macquarie/Coffs Harbour/Lismore/Tweed Heads
TYPE OF POSITION: Full Time/Part Time
DATE: 18 February 2012

POSITION OBJECTIVE:

To assist the Clinic Practice Manager to meet the strategic and Business Plan outcomes of the Clinic by providing general administrative support, and reception duties.

KEY RESPONSIBILITIES:

- General administrative support to the Clinic office including reception duties, word processing and spreadsheets.
- Perform routine office tasks such as filing; including in/out register of document movement, photocopying, faxing, binding, collating and mailing (including email and couriers) as required.
- Maintain up to date databases as required.
- Assist Clinic Practice Manager as required with inventory and purchasing of stationery, housekeeping and small equipment items for Clinic staff.
- Maintain telephone log for specialists, appointment schedules and appointment confirmation letters, in conjunction with clinic administrator, and other reception staff.
- Receipt of payments and reconciliation of accounts.
- Travel bookings as required.
- Liaison with both specialist GP's and clients to provide quality care and service, including follow-up of patient or GP enquiries.
- Transcribe dictation following clinics, including management of clinic register.
- Maintain office security, including IT security as per policy.
- Assist Clinic Practice Manager as required to provide the NCML with monthly statistics on patient numbers for each clinic in a timely manner.
- Provide support to Clinic Practice Manager and other administrative tasks as required.

SELECTION CRITERIA

Essential:

- Strong background experience in office administration duties.
- Well developed, demonstrated computer literacy skills, including word processing, database management, spreadsheets, and software application skills.

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- Strong planning and organisational skills, and problem solving skills.
- Effective interpersonal skills, including written and verbal communication.
- Ability to work independently and as part of a team to achieve planned organisational outcomes.
- Ability to maintain patient confidentiality and handle sensitive enquiries with discretion both during and out of business hours.
- Knowledge of and commitment to Work Health and Safety, Equal Employment Opportunity, and continuous improvement principles.

Desirable:

- Experience in the health care industry, with an understanding of the medical benefits scheme.
- Good understanding of medical terminology.
- Experience in the management of databases.

APPOINTMENT SUBJECT TO:

1. Completion of 100 point identification check.
2. Successful criminal and financial record screening clearance.
3. Current 'C' class drivers' licence.

PERFORMANCE INDICATORS (KPI's)

To be established with the General Manager.

ACKNOWLEDGEMENT:

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Name:	
Signature:	
Date:	

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