

POSITION DESCRIPTION: Receptionist

Position Type:	Casual or Part Time
Location:	Peoplecare Eyes & Teeth Wollongong
Job Level:	1



Your Purpose

To be the first point of contact for our patients, members and customers of Peoplecare Dental & Eyecare Centre. The receptionist is required to facilitate all aspects of customer service delivery including high quality face to face and telephone interactions, handling enquiries, bookings, payments and follow-ups and assistance is selling appropriate optical products.

Provide quality, timely and efficient administrative support to Peoplecare Dental & Eyecare Centre as required, taking into consideration all Peoplecare policies and industry requirements.



Your Responsibilities

SERVICE DELIVERY

- Handling patient appointment & follow-ups
- Administer "recalls" ensuring all optical and dental recurring appointments and "follow-ups" are actioned for existing patients and in required timeframes.
- Process all payments, Medicare and HICAPS rebates
- Provide prompt and accurate administrative support for but not limited to:
 - processing incoming/outgoing mail
 - word processing and filing
 - ordering stock, stationery and other consumables
 - banking
- Assist customers with the selection of eyewear or other products
- Maintain overall presentation and cleanliness of centre

TEAMWORK

- Contribute to and assist in the day to day management and improvement of Peoplecare Eye & Teeth
- As a member of the Peoplecare Eye & Teeth team assist Peoplecare to develop a business oriented culture based on initiative, innovation, cost effectiveness and exceptional customer service.

RISK CULTURE

- Actively engage in risk training, refresher courses and risk culture surveys to ensure understanding how risk management is a part of Peoplecare's vision, mission and values at Peoplecare.
- Value risk management and its benefits, performance and outcomes for Peoplecare.
- Feel comfortable reporting bad news and events knowing that Peoplecare will learn from these; we're committed to continuous improvement and prompt rectification. You can make a difference!
- Comply with Peoplecare Policies, relevant laws and regulations, including APRA Prudential Standards that may apply.

PROJECT/SELF DEVELOPMENT

- Undertake improvement based project work as assigned by Management from time to time.
- Assist in the delivery of the Peoplecare Eyes & Teeth business plan.
- Undertake a proactive involvement in self development and action plans outlined from individual performance review.

PROCEDURAL/REPORTING

- Comply with all policies, procedures and processes including but not limited to:
 - complaint resolution policy
 - privacy policy
 - confidentiality policy
 - delegation policy
 - conflict of interest
 - health industry code of conduct
 - internal/external regulations and legislation
- Comply with relevant state and federal government legislation.
- Comply with and maintain proficiency with relevant government policies.



Your Team

Reports to

Peoplecare Eyes & Teeth Practice Manager

Collaborates with

Dentists

Dental Assistants
Customer Service Staff
Management Team
Service Providers



Your Goals

You will have KPIs that will need to be achieved and this will be discussed with your Manager in detail.



Your Challenges

Ability to work in a fast paced Dental and Optical practice



Your experience, quals & skills

Experience

- General administration and clerical work.
- Word processing and filing.
- Processing payments, EFT, money handling and banking work
- Exposure to privacy act requirements, EEO, HR principles in relation to workplace practices, OH&S, anti-discrimination.

Desirable

- Previous Optical and/or Dental receptionist experience
- Health Insurance transactions/processes.

Skills

- Proven computer literacy (MS windows, office, outlook)
- Well developed organisational and time management abilities
- Negotiation & decision making skills
- Excellent communication and presentation skills (verbal & written)
- Continuous improvement orientation
- Well developed interpersonal acumen
- Problem solving and analytical with solution focused outcome



You

- Culturally sensitive
- Must have control over emotions, be polite, courteous, patient
- Have control over vocabulary (no cursing/swearing)
- Mature in approach
- Demonstrate initiative and achievement drive
- Trusting, trustworthy and approachable
- A team player
- Performance and improvement focussed
- Fair and equitable when dealing with staff and members
- Displays empathy when required
- Ability to work to deadlines
- Ability to effectively handle pressure



Our White Ribbon Commitment

"To create a workplace in which women are free from violence, and where gender equity is valued and realised and that these values are supported and promoted in our community".

