

## **Position Description – Medical Receptionist**

Applicable Industrial Instrument: Notional Agreement Preserving State Award – Clerical & Administrative Employees Award

Position Level:

Hours of Work:

Employment Status: Full-time / Part-time / Casual

Reports to:

### **General Purpose of Position:**

- To provide high quality reception and secretarial services to the patients, doctors and staff at the surgery in a caring and supportive manner.
- To maintain confidentiality of all information.
- To provide flexibility in practice staffing arrangements

### **Essential Duties and Responsibilities**

In accordance with policies & procedures:

- Answer the telephone in a courteous and professional manner within 3 rings
- Receive and convey messages in writing, verbally and electronically
- Liaise with patients and their families in a compassionate manner
- Liaise with GPs, other health professionals and their staff
- Make appointments
- Bill patients and receipt moneys
- Undertake Banking procedures
- Operate all aspects of EFTOS machine
- Fax documents
- Scan documents
- File documents
- Prepare documents for mail-out
- Open, stamp appropriately and distribute incoming mail
- Type documents as required with a high level of accuracy
- Sterilise equipment with appropriate training
- Clean consulting rooms in between sessions
- Transport sterilisation to appropriate destinations
- Maintain accurate log of specimens for external pickup
- Place orders for stationery and/or clinical supplies as directed OR Monitor stationery and/or clinical supply levels and place orders as required to maintain a working supply at all times.
- Book and organise staff and/or doctors meetings as directed
- Participate in ongoing professional development activities
- Contribute equitably to maintaining the cleanliness of the practice
- Maintain practice dress standards
- Any other administrative duties as directed by Practice Manager

