

POSITION DESCRIPTION - RECEPTION

**Revision Date:      07-10-2017       (HR use only)**

**Position Title:** Receptionist

**Reports To:** Practice Manager

**Position Summary:**

This role's primary objective is to manage all admin and front desk areas of the business.

You will assist the Practice Manager in all admin and reception tasks. You will liaise with all key stakeholders at «CLINIC NAME» including team members, patients, referrers, suppliers and external stakeholders.

You will complete all office and administration procedures as guided by your Practice Manager, including customer service, clinical support, book keeping, marketing, accounts receivable, and managing practice operation software for coordination of clients and team.

You will assist the Practice Manager in marketing and business growth strategies when needed.

**Position Details:**

|  |  |
| --- | --- |
| **Key Accountabilities** | **Indicators of Effectiveness** |
| ● Management and inputting of data into excel spreadsheets | ● Working with Practice Manager to input all relevant data |
| ● PPMP practice management software data input and diary | ● Percentage of enquiries to bookings  Stats - reduce number of “not entered” on reason for choosing the practice |
| ● Practitioner marketing, awareness booking and rebooking support | ● All practitioners 95% full (currently 80% full) |
| ● Face to face and phone based patient communication | ● Net Promoter Score - customer satisfaction |
| ● HICAPS/EFTPOS proficiency | ● 95% success rate processing payments correctly - private, health fund, DVA, Medicare |
| ● Co-ordination of patient recalls and lists | ● Phone or email contact with all past clients – at least once every 3 months - working with Practice Manager |
| ● Telephone answering | ● All calls answered and dealt with in a professional manner (see scripts), all phone messages returned and handled |
| ● Completion of small regular tasks | ● Towels, bed linen, washing, theraband, cleaning bathroom, emptying bins at the end of each day, ensure kitchen and foyer are tidy |
| ● Collection of Mail and banking | ● Check mail at post box and deposit money into our account with accuracy |
| ● Use of fax and other devices in the office | ● Proficient use of fax for sending Dr letters, orders etc,  ● Use of EFTPOS machine |
|  |  |

**Necessary Skills and Attributes:**

|  |  |
| --- | --- |
| Skills and Attributes | Details |
| ● Friendly and caring manner | ●  Create good first impressions and build relationships with clients face to face and on the phone |
| ● Excellent phone manner | ●  Familiarity with «CLINIC NAME» phone scripts to ensure we help as many people as possible |
| ● Computer Skills | ●  Xero, Excel, Word, PPMP, Outlook, Mailchimp & Social Media i.e. Facebook |
| ● Ability to get information for clients from your manager | ● Ability to let people know you are not sure of the answer to their question, and find out from Practice Manager or a clinician |
| ● Conflict resolution skills | ● Ability to manage and resolve simple customer objections, with training, refer on to Practice Manager if needed |
| ● Communication skills | ● High level verbal and written communication with patients, team and stakeholders |
| ● Attitudes and Behaviour | ●   Refer culture points and  [Above and Below the Line](https://coachbrad.wistia.com/medias/a43gv54vxm)  https://coachbrad.wistia.com/medias/a43gv54vxm |
| ● Team Management skills | ● Ability to manage day to day elements of reception task completion, individual performance issues, implement and measure KPIs |

**Key Relationships:**

**Within Our Company:**

* **Work closely with Practice Manager, Managing Director, all physiotherapists and contractors, existing clients, and new clients.**

**External to Your Company:**

* **Work closely with referrers, suppliers and third party account payers**
* **Correspond with existing and past clients**
* **Get to know local business owners, Doctor’s surgery staff, radiology staff etc.**

**Authorisation:**

**Authorisation:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name           Position

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature        Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name           Position

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature        Date