

Position Description | Receptionist

REPORTING

Reports To	Support Services Team Leader Clinical Services Manager (in the absence of the Support Services Team Leader)
Direct Reports	None

PURPOSE

To deliver exceptional customer service assistance. Greet patients & visitors and direct them. Answer calls and field them accordingly. Addressing patients & visitors questions and needs to provide an overall welcoming environment.

SKILLS

Essential Skills

- Exceptional customer service focus
- Excellent communication and interpersonal skills
- Professional appearance and standards
- Computer literate
- Ability to work well as part of a team
- Outstanding telephone manner

KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> • Clinical Services Manager • Team Leaders
External	<ul style="list-style-type: none"> • Patients and their family/whanau and Visitors • Contractors • Surgeons and their Personal Assistants • Various Service Providers

KEY ACCOUNTABILITIES

<p>Administrative</p>	<p>Perform general administration duties including:</p> <ul style="list-style-type: none"> • Accurately input data/ patient details into the computer system. • Accept and receipt patient payments accurately and efficiently. • Accept loan equipment back from patients • Maintain a tidy reception area. • File clinical records accurately. • Cover in the absence of the bookings clerk • Photocopying • Order notes and records from, and send completed files to Crown Storage. • Check all NHI numbers for all patients • Collate patient records into files • Provide cover for the Booking Clerk as required • Other duties as directed
<p>Patient/Customer Service</p>	<p>Deliver high quality customer service to users of Kensington Hospital ensuring standards meet customer expectations of a Private Hospital:</p> <ul style="list-style-type: none"> • Welcome patients and visitors in a friendly and pleasant manner that makes them feel at ease. • Provide a courteous and friendly telephone service and answering and redirecting calls promptly, professionally and efficiently in a customer focused manner. <p>Present a professional image and act in an appropriate manner at all times</p>
<p>Health and Safety</p>	<ul style="list-style-type: none"> • Maintain a safe and appropriate work environment, engage in safe workplace practices, and manage health and safety for reporting staff and others. Report accidents, risks and incidents as they arise.
<p>General</p>	<ul style="list-style-type: none"> • Upholds and promotes the Company Values, House rules, policies and procedures. • Recognises and respects cultural differences and the application of Treaty of Waitangi principles. • Ensure compliance with the Privacy Act and Privacy policy. • Be proactive in recommending quality improvement initiatives.
<p>Personal Development</p>	<ul style="list-style-type: none"> • Participates in the hospitals performance development process • Keep up to date with developments in the field • Demonstrate a commitment to ongoing personal and professional development