

## BOOKINGS & RECEPTION COORDINATOR

Permanent | Full Time

### About the role

We are seeking a Bookings & Reception Coordinator to join our team on a permanent basis. The hours of work are 8:00am to 4:30pm, Monday to Friday (times can be slightly flexible for the right candidate).

### Key responsibilities:

- Act as a link between the Specialist Rooms and Clinical Services Manager to ensure theatre sessions and bookings are well organised and clearly communicated resulting in a seamless and smooth flowing theatre service.
  - Supporting the Clinical Services Manager with the creation and maintaining the theatre roster.
  - Receive booking lists and communicate effectively with the Specialist rooms including following up on any outstanding information or lists.
  - Maintain the hospitals computer systems theatre sessions, bookings, patient information and provide system support to the clinical team as required.
- Coordinate day-to-day activities of the reception team to ensure professional, accurate, efficient and timely outcomes.
- Oversee day-to-day staffing issues as they arise and escalate any issues of concern to the Team Leader – Support Services to manage.
- Work alongside the Team Leader – Support Services to develop a team focused on providing a high quality and professional standard of customer service to all patients, Specialists, staff and visitors, fitting the expectations of a private hospital.
- Provide backup and cover to the reception team as required.

### To be successful in this role, you will need:

- An exceptional customer service focus.
- The ability to multitask, prioritise duties, and work independently to manage one's own workload.
- Attention to detail with a pride in achieving precise, accurate work.
- Excellent communication and interpersonal skills.
- Ability to work well under pressure.
- Computer literate and able to learn new systems quickly.
- Previous experience in a medical bookings type role preferred but not required.

### What's in it for you?

- Comprehensive induction program.
- On-going personal development including subsidised professional training courses and conferences.
- 20% discount on hospital costs plus an external staff benefits program.
- \$2000\* annually towards health insurance (\*less deductions; conditions apply)
- Wellness program and incentives.
- A supportive, professional, caring and pro-active team.
- Long service leave entitlements.
- Planned annual closure over Christmas and New Years.
- Annual staff Christmas functions and other hospital celebrations.

Visit our website for more information on being a part of the Kensington Private Hospital whānau, [www.kensingtonhospital.co.nz/work-at-kensington-hospital](http://www.kensingtonhospital.co.nz/work-at-kensington-hospital)

## **Who are we?**

Kensington Private Hospital is Northlands only Private Surgical Hospital offering a wide variety of surgical specialities. We currently have five Operating Theatres, a 21 bed Inpatient Suite and have plans for further expansion. Many of our surgeons are recognised nationally as experts in their fields and choose Northland as a base for its lifestyle options.

We are located in the beautiful Northland region which provides an abundance of lifestyle opportunities based around breath-taking coastlines and a rich cultural heritage. Northland has a subtropical climate with over 100 beaches in the Whangārei district alone.

At Kensington Private Hospital, we are invested in growing our team with people that have the same values and high level of patient care, teamwork and culture as we do.

**If you would like further information or to apply, please email [hr@kensingtonhospital.co.nz](mailto:hr@kensingtonhospital.co.nz)**

**Please provide a cover letter and CV with your application.  
Applications close 9:00am Tuesday 25<sup>th</sup> April 2023.**