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## Medical Receptionist/Admin Officer Position

### BACKGROUND

Bega Valley Medical Practice (BVMP) has been providing professional, friendly, family health care to the Bega Valley community since 1997. Our team of doctors, nurses and allied health professionals are dedicated to creating an atmosphere in which patients feel comfortable and confident that any care they receive will be of the highest standard.

### POSITION SUMMARY:

To organise appointments, maintain records and perform administrative and other tasks in order to ensure smooth and efficient functioning of the practice and provide exceptional standard of care to our patients.

### DUTIES:

- To receive patients at the reception
- To answer incoming calls in a professional and empathetic manner
- To ensure that patients' immediate needs and on-going care are met before and after consultation
- To communicate effectively with patients, doctors, and all support staff at all times
- To recognise and notify medical staff of any potential emergencies and assist patients to the treatment area if necessary
- To record patient and family details accurately upon a computerised data base
- To enter and update the appointment system accurately
- To take responsibility for day to day accounting via the billing software
- To ensure patient and practice correspondence is distributed appropriately
- To perform routine office tasks such as filing, photocopying, faxing, scanning and emailing
- To liaise effectively with other staff
  
- To perform and coordinate other administrative duties as requested by the Practice Manager
- To work with the Practice Manager to develop and implement strategies for achievement of practice goals

### ESSENTIAL CRITERIA:

- Demonstrated organisational and administrative skills
- Excellent interpersonal and communication skills, both written and verbal
- The ability to communicate comfortably and effectively with the community
- Show an excellent telephone manner
- Be able to accurately record and transfer messages
- Demonstrate a high level of computer skills
- Ability to work cooperatively and independently
- The ability to multi-task and work under pressure

## DESIRABLE CRITERIA:

- Previous experience in the medical industry and/or office administration
- A customer service background
- Flexibility to cover and swap work days and times
- Drivers licence

## HOW TO APPLY

1. Please address application to Jodie Meaker – Practice Manager
2. Attach resume/CV
3. Include at least 2 (two) referees and their telephone contact details
4. Applications may be emailed to [jodiem@bvmp.com.au](mailto:jodiem@bvmp.com.au)  
or posted to:  
PO Box 688, Bega NSW 2550  
or hand delivered to:  
Bega Valley Medical Practice, 61 Carp Street BEGA
5. Applications close **Thursday 25 January 2018.**