



## RECEPTIONIST JOB DESCRIPTION

### Responsibilities

- answering telephones and handling calls as necessary
- client payments and receipt of treatments (including EFTPOS and Hicaps transactions)
- communication with patients (including health education and general conversation)
- general office duties (such as filing, faxing, emails, ordering of supplies, data entry, word processing)
- clinic preparation and cleaning duties
- correspondence with health insurance funds, WorkCover, TAC, DVA
- use of administration management software Practice Advantage

### Required Characteristics

- well presented
- excellent communication skills
- reliable
- bright, friendly disposition
- remains happy and calm under pressure
- confident
- not find routine boring
- enthusiastic
- flexible
- professional
- organised & time effective
- team player

### Hours of Employment

Clinic shifts are divided into morning and afternoon. The morning shift begins at 8:45am and ends at 2pm. The afternoon shift begins at 2pm and ends at 6-7pm. The centre is also open Saturday mornings. While the successful applicant will receive 2-3 permanent shifts initially, s/he must be flexible to increase this commitment in the near future to accommodate planned extended leave of current staff. Consequently s/he must be willing to possibly work 20-25 hours on a permanent basis. S/he will also be expected to be available at short notice to cover all other staff absences.

### Training

Three days of initial training will be provided, incorporating both one-on-one sessions and on-the-job experience. Centre management provides continual staff training and up-dates throughout the year. All reception staff members are required to attend regular staff meetings. The base hourly rate is paid for all training and meeting hours.

### Wages

Reception employees are paid in line with the Health Professionals and Support Services Award 2010 (Support Services 2 Level). Initially, a base hourly rate of \$18.67 plus penalty rates, sick leave, holiday pay, leave loading and superannuation will be paid.

### Applications

A covering letter accompanying personal resume can be emailed in pdf format to [application@hastingschiro.com](mailto:application@hastingschiro.com). **Should the application not be in pdf format, we cannot guarantee that we will have compatible software to be able to open files.** Applications close on Wednesday, February 8, 2012 at 2pm. Applicants will be advised by February 10 if they have been shortlisted for interview. 10 minute interviews will be conducted on Tuesday, February 14 between 1-3pm. Workplace trials will then be conducted from February 15-17. Unavailability for any of these times should be detailed in the covering letter so alternative arrangements can be made in advance if required. Any questions regarding this position should only be asked via email address provided, with a response given within 24 hours.

Thankyou for your consideration of this position.