



## 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, 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. The successful applicant will initially receive 3 permanent shifts per week, however s/he must also be available to work all other shifts in the event of sick leave and holiday relief.

### 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 and Allied Services – Private Sector – Victoria Consolidated Award, 1998 (Administrative/Clerical Services 2 Level). A base hourly rate of \$16.99 plus penalty rates, sick leave, holiday pay, leave loading and superannuation where applicable. A casual rate of \$21.23 per hour applies.

### Applications

A covering letter accompanying personal resume can be emailed in pdf format to [application@hastingschiro.com](mailto:application@hastingschiro.com). Shortlisted applicants will need to be available for both telephone and in-person interviews in addition to a workplace trial. Applications close on November 18, 2008. Any questions regarding this position should be asked via email address provided.

Thankyou for your consideration of this position.