

POSITION TITLE:	Receptionist
REPORTING TO:	Practice Coordinator
CLASSIFICATION:	Level 1 (Clerical)
EMPLOYMENT TYPE:	Part-time fixed term appointment available until July 2018 (maternity leave replacement)
NUMBER OF REPORTS:	0

The Organisation

The Melbourne Dental Clinic (MDC) was established by the University of Melbourne in 2013 to provide excellence in clinical education for the next generation of dental professionals and increase access to comprehensive dental care for members of the public.

As a world-class teaching clinic, our services are provided by undergraduate and postgraduate dentists trained at the University of Melbourne under the supervision of expert professors and qualified and experienced dentists and dental specialists.

At the MDC we have access to the latest equipment and technology, which allows us to provide the highest standard of service and convenience. As one of the largest academic dental clinics in Australia we are unique in our ability to offer comprehensive general dentistry services, as well as services in six specialty areas all in one location.

Our mission is to provide world-class education and training to our students and provide high quality, dental care and exceptional service to our patients. We share the University of Melbourne's mission to be a world-class education and research facility and strive for continuous innovation and excellence in comprehensive dentistry.

Position Summary

The Receptionist is part of a dynamic and client-focused team operating in the Melbourne Dental Clinic. Reporting to the Practice Coordinator, the position is expected to deliver high-quality client service to patients, visitors and practitioners by creating a welcoming environment and ensuring that patients are attended to on arrival, phone calls are responded to and appointments are made and managed in a timely manner.

Essential Selection Criteria

- Relevant qualification and/or work experience in front desk customer service or a combination of relevant experience and/or education.
- The ability to work in a fast paced and dynamic environment, whilst juggling multiple priorities to best meet the needs of patients, key stakeholders and the business
- A track record of internal and external customer service provision (experience within a dental/medical environment will be highly regarded).
- Excellent verbal and interpersonal communication skills with the capacity and confidence to deal with a diverse range of people.
- Demonstrated organisational and time management skills

- Strong computer skills and ability to use word processing software such as MS Office Suite, internet and email.
- Demonstrated ability to be an effective team member with excellent communication skills, focused on providing quality customer service.
- The ability to work autonomously but also work collaboratively and effectively within a team environment.

Desirable Criteria

- Operation of EFTPOS machines and dealing with banks and medical funds
- Able to use MAC Practice software

Key Relationships (Internal and External)

- Patients
- Private Dental Practitioners
- Melbourne Dental Clinic Executive Management Team
- Melbourne Dental School Executive
- Clinicians
- Melbourne Dental School Students

Key Accountabilities

Key Responsibilities	Measure/KPIs to be achieved
<p>Reception duties</p> <ul style="list-style-type: none"> • Assist patients, visitors and practitioners by responding to their enquiries • Greeting of patients on arrival at the Clinic and recording all required information prior to the patient being examined • Making appointments for consultations and providing advice, information, service and/or referral • First point of contact for handling straightforward patient concerns or complaints, referring any more complex issues to the Practice Coordinator • Ensure the maintenance of confidentiality and respecting sensitive information. • Ensure the reception, kitchenette and waiting areas are kept to a high standard of presentation 	<ul style="list-style-type: none"> • Answering telephone enquiries from patients, practitioners and prospective patients efficiently, courteously and within a timely manner • Smooth operation of the reception and the patient waiting area • Updating patient information in the Clinical Practice System accurately and ensuring system data integrity that reflects the patient attendances • Attending to patients and ensuring that the waiting time is limited and enjoyable
<p>Financial transactions</p> <ul style="list-style-type: none"> • Assist with financial transactions relating to patient consultations through collection of payments including arrangements for payment plans and issuing of receipts • Assist with the daily reconciling and balancing of the Clinic till, which includes regular banking as well as Medicare and other patient payments • Assist with processing patient claims when required 	<ul style="list-style-type: none"> • Provision of accurate information to patients, visitors and practitioners in relation to clinic charges, payment plans and general information
<p>Customer Service</p> <ul style="list-style-type: none"> • Provide excellent, helpful service to patients, visitors and practitioners 	<ul style="list-style-type: none"> • Patient and customer service satisfaction surveys within agreed targets

<ul style="list-style-type: none">• Communicate with clear and unambiguous language in all interactions, tailored to the audience• Build customer relationships and greet customers and patients promptly and courteously• Actively seek to understand the patients' and practitioners' expectations and issues	<ul style="list-style-type: none">• Issues are escalated to the Practice Coordinator as appropriate and resolved in a timely manner
<p>Other</p> <ul style="list-style-type: none">• Carry out other responsibilities as directed by the Practice Coordinator to support the efficient operation of the Clinic• Actively contribute to continuous improvement of work, standards and methodologies	

Occupational Health and Safety (OHS) Responsibilities

The Melbourne Dental Clinic has policies and procedures which comply with the *Occupational Health and Safety Act 2004*, which require all staff to contribute to the maintaining of a safe and healthy workplace.

All staff members are required to exercise their duty of care and:

- Take reasonable care for their own safety, as well as for others in the workplace who can be affected by their actions;
- Refrain from misusing or damaging any equipment which is provided to protect or enhance the health and safety of staff;
- Comply with legitimate requests from MDC which are in accordance with published policies and/or OHS legislation;
- Ensure they do not knowingly place other staff at risk through their actions;
- Report incidents and potential health and safety risks to their OHS Representative in a timely and appropriate manner;
- Host visitors and/or contractors at the campus in a manner consistent with the requirements of the OHS policy.

Diversity and Inclusivity Statement

The Melbourne Dental Clinic is committed to a diverse and inclusive workforce free from all forms of discrimination. We actively work to remove barriers to ensure all employees enjoy full participation in the workplace and encourage applications from diverse backgrounds. We adopt our diversity and inclusivity policies from the University of Melbourne and can be viewed at <https://staff.unimelb.edu.au/diversity-inclusion>

Document Control

Date Developed:	Developed and Reviewed By
August 2017	Andrew Stott – CEO, MDC