

# Receptionist (2 Positions available)

**Work type:** Part-time (0.4FTE and 0.6FTE), fixed term available until July 2018 (maternity leave replacement)

**Location:** Parkville

## Melbourne Dental Clinic

**Salary:** AUD\$41,300 - AUD\$45,000 range p.a. (pro-rata) plus 9.5% superannuation

### About Melbourne Dental Clinic

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.

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.

### About the Roles

An exciting opportunity exists for two fixed term part-time (0.4FTE and 0.6FTE) experienced Receptionists to join a dynamic and client-focused team within the Melbourne Dental Clinic until July 2018 (maternity leave cover). Reporting to the Practice Coordinator, these positions are 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.

### Reception duties

- 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

### Financial transactions

- 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

## **Customer Service**

- Provide excellent, helpful service to patients, visitors and practitioners
- 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

## **Other**

- 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

## **About you**

### **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.

A cover letter, CV and document addressing the key selection criteria (listed above) will need to be included in your application.

Please submit your application through the APPLY FOR THIS JOB button next to the advertisement on the [SEEK](#) website.

For inquiries please contact Ms Rebecca Sacco on, +61 9035 8933 or alternatively via [rebecca.sacco@unimelb.edu.au](mailto:rebecca.sacco@unimelb.edu.au) (please do not send applications to this email)

**Applications close:** Friday 8 September 2017