

Practice Administrative Coordinator

Work type: Full time, continuing

Location: Carlton

Melbourne Dental Clinic, Melbourne Teaching Health Clinics

Salary: AUD\$53,489 - \$62,999 plus 9.5% superannuation

About Melbourne Teaching Health Clinics

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.

About the Role

An exciting opportunity exists for a dynamic Practice Administrative Coordinator to be part of an experienced and patient-focused team operating in the Melbourne Dental Clinic. Reporting to the Operations and Practice Manager, the position is a vital role within the clinic as it will be responsible for the initial contact and customer support for all patients attending the practice. The position is expected to deliver high-quality customer service and care to patients, students and practitioners by creating a welcoming environment, ensuring patients are greeted upon arrival, phone enquiries are effectively managed and appointments are created and communicated in a timely manner.

Key Responsibilities –

Administration

- Assisting 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

- Being the first point of contact for handling initial patient queries or complaints, referring complex issues to the Operations and Practice Manager
- Ensuring the maintenance of confidentiality and respecting sensitive information
- Ensuring the reception, kitchenette and waiting areas are kept to a high standard of presentation

Financial transactions

- Assisting with financial transactions relating to patient consultations through collection of payments including arrangements for payment plans and issuing of receipts
- Assisting with the daily reconciling and balancing of the Clinic till, which includes regular banking as well as Medicare and other patient payments
- Assisting with processing of patient claims when required
- Supporting the Treatment Plan Coordinator with recent charging and payment information for patients

Customer Service

- Providing excellent and helpful service to patients, visitors and practitioners
- Communicating with clear and unambiguous language in all interactions, tailored to the audience
- Building customer relationships and greet customers and patients promptly and courteously
- Actively seeking to understand the patients' and practitioners' expectations and issues

Other

- Carrying out other responsibilities as directed by the Operations and Practice Manager to support the efficient operation of the Clinic
- Actively contributing to continuous improvement of work, standards and methodologies

Essential Selection Criteria

- Relevant qualification and/or work experience in a front desk customer service environment
- Excellent verbal and interpersonal communication skills with the capacity and confidence to deal with a diverse range of people
- The ability to work in a highly productive and dynamic environment, whilst managing multiple priorities to best meet the needs of patients, key stakeholders and the business
- Demonstrated organisational and time management skills
- Demonstrated track record of internal and external customer service provision
- The ability to work use initiative to support improvements to customer service
- The capacity to work autonomously but also work collaboratively and effectively within a team environment
- Strong computer skills and ability to use software such as the MS Office Suite, internet and email

Please submit your application through the APPLY FOR THIS JOB button next to the advertisement on the [SEEK](#) website. **Previous applicants need not apply.**

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

For inquiries please contact Ms Angie Sabra at angie.sabra@unimelb.edu.au (please do not send applications to this email)

Applications close: Friday, 3 July 2020.