

Medical Receptionist/Telephonist (PART-TIME)

Pioneer Health Albany is a large medical practice, with over 25 GPs and 15 FTE admin and nursing team members. The practice is owned by Dr David Tadj and Dr James Turner, with Jeni Anning as the General Manager. The practice has a strong culture and prides itself on being inclusive, welcoming, supportive and fun!

As we continue to grow and offer more services, we find that our team members just do not have enough arms and/or hours in the day to get all our jobs done each day... and that's where you come in!

POSITION SUMMARY:

The position will predominantly be supporting the team on the phones, with other duties as required.

HOURS OF EMPLOYMENT:

This position is part time, approximately 20 hours per week: 8am - 1pm, Monday - Thursday (with some flexibility with start and finish time).

THE POSITION IS RESPONSIBLE TO:

Operations Manager – Nat Brooks

KEY RESPONSIBILITIES:

MAIN TASKS:

- Answering incoming phone calls to the practice
- Booking of appointments

OCCASIONALLY ASSIST WITH:

- Scanning and electronic filing
- Sorting, registering and distributing of incoming mail
- Registering and processing of outgoing mail

Please note: this position has the potential for growth in the future in both hours and duties.

SELECTION CRITERIA:

- Ability to work well within a team
- Caring personality, with a high level of patience
- Competent IT skills ie: typing, Microsoft Suite, emails etc
- Attention to detail
- Strong verbal and written communication skills
- Adaptable and flexible
- Attitude demonstrable with Pioneer Health's core values:
 - Act with integrity
 - Be fair
 - Have fun
 - Be socially responsible
- Previous customer service experience is desirable but not essential.

PIONEER HEALTH ALBANY GUIDING PRINCIPLES

The staff at Pioneer Health have established the following principles of behaviour that guide our work each and every day:

- We are resourceful
- We are compassionate
- We support each other
- We are generous
- We listen

HOW TO APPLY

Your application must contain a cover letter (addressing the selection criteria) and a resume.

Applications are to be sent to Tanya Staude by email on tanya.staude@pioneerhealth.com.au with the subject: Medical Receptionist Application.

**Applications close:
5pm Wednesday 28th February**

This role is a permanent part-time position.

If you have any queries in regards to the position, please call Nat Brooks on 9842 2822.