

VACANCY	
Job title:	Receptionist (WDGMC – Colorectal Unit)
Type:	Permanent <input checked="" type="checkbox"/> Fixed Term <input type="checkbox"/> Temporary <input type="checkbox"/>
Main purpose of the job:	Perform administrative, organisational clerical support and general office duties of a highly responsible and confidential nature to meet the needs of the Unit.
Location:	Wits Donald Gordon Medical Centre, Parktown.
Closing date:	27 September 2024
Submit detailed CV to:	Vacancies42@witshealth.co.za
Advert reference number:	R: 01
In accordance with our Employment Equity goals and plan, preference will be given to suitable applicants from designated groups as defined in the Employment Equity Act 55 of 1998 and subsequent amendments thereto.	

Key performance areas

- Answering incoming calls, greeting callers, provide information, transfer calls and/or take messages as necessary.
- Relay and divert calls to the appropriate staff members.
- Relay and route written and verbal messages.
- Ensure that the Reception area is clean and presentable at all times.
- Welcome and greet patients, customers and visitors.
- Quality assure patient files: record patient number, visit ID, bloods, treatment etc.
- Verify patient arrival by marking the diary, note arrival time and screening times.
- Assist walk In patients with appointments and emergency doctor consultations.
- Manage daily diaries , cancellations and emergency appointments.
- Prepare a theatre list for surgeons and arrange anaesthetists and assistance as requested.
- Inform patients of consultation fee and invoice patients, receive payment and give receipts as per payment in the absence of the Administration clerk.
- Confirm appointments the day before the consultation and follow cancellation protocol.
- Prepare requested documents for liaison with external sources such as different Pathologist, Dialysis Centers.
- Process incoming and outgoing mail, packages and deliveries and distribute it to the correct recipient.
- Assist the team with ad hoc administration assignments and duties i.e. filing, photocopying, archiving, labelling etc.
- Develop reports, spreadsheets and other documents as per doctor request using appropriate programs
- Identify items for repair and ask Admin Officer/ clerk to do a job request and follow up on regular intervals

Required minimum education and training

Grade 12.

Required minimum work experience

Minimum 3 year experience as a Receptionist in a Medical practice.

Experience working on Elixir diary, billing system and coding is preferable.

Desirable additional education, work experience and personal abilities

- Must have exceptional organizational and administrative skills are required together with working knowledge of accurate record keeping.
- Operational efficiency.
- Safety and prevention of risks , plaining and control of rooms.
- Able to manage a number of tasks at one time and may be interrupted frequently to meet the needs and requests of patients and other customers.
- Able to maintain effective working relationships with clinical and non-clinical staff at all levels.
- Confidentiality of all patient information and discretion must be maintained at all times.

Should you be interested in applying for this vacancy, please send an email to vacancies42@witshealth.co.za . The subject heading of the email must read **R:01** and the job title of position applying for. Please include the following documentation:

- A cover letter (maximum one page) that clearly states which vacancy you are applying for
- A detailed CV