

VACANCY	
Job title:	Receptionist
Type:	Permanent <input checked="" type="checkbox"/> Fixed Term <input type="checkbox"/> Temporary <input type="checkbox"/>
Main purpose of the job:	A medical practice requires the above to manage and coordinate the reception area as well as handle all incoming calls and administration and deal with patients and visitors who have appointments with the clinic
Location:	Southgate mall
Closing date:	18 July 2025
Submit detailed CV to:	vacancies25@witshealth.co.za
Advert reference number:	FOLA - Receptionist
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

1. Operate the switchboard/reception

- Answer 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.
- Report telephone and switchboard faults timeously.
- Ensure that the Reception area is clean and presentable at all times.

2. Manage reception area

- Welcome and greet patients, customers and visitors.
- Direct employees or visitors scheduled for meetings to the appropriate person(s) or venue(s).
- Inform the relevant Study Coordinator and/or Nurse and/or Doctor of patient arrival
- Administer transport logs and communicate schedule to Study Coordinators and Driver

3. Office administration

- Booking of patient visits
- Directing patients between services
- Providing and updating TCA cards
- Notify admin if patients are ready for reimbursement
- Maintaining patient information by obtaining, recording, and updating personal and financial information.
- Recording and updating financial information, such as patient charges, controlling credit extended to patients, filing, collecting, and expediting third-party claims.

- Maintaining business office inventory by checking stock to determine inventory level, anticipating needed supplies, placing and expediting orders for supplies, verifying receipt of supplies, scheduling equipment service and repairs.
- Accept money (cash or card) and receipting thereof.
- Allocate patient payments.
- Submitting billing instructions to the medical billing company (bureau)
- Assist with obtaining patient results and related correspondence (lab results, radiology etc).

4. Customer Service

- Ensure that a high level of customer centricity is maintained in all tasks and interactions
- Helping patients in distress by responding to emergencies.
- Assisting with the marketing of the practice, including on social media.

5. Staff Management

- Take ownership and accountability for tasks & activities and demonstrates effective self management.
- Follow through to ensure that quality and productivity standards of own work are consistently and accurately maintained.
- Inform relevant parties in the event of tasks or deadlines not met and provides appropriate means of resolution
- Support and drives the business' core values
- Maintain a positive attitude
- Respond openly to feedback
- Take ownership for own career development
- Manage colleagues and client's expectation and communicate appropriately
- Willing to help others and go the extra mile to meet team targets and objectives
- Manage own disruptive emotions (handle stress in ways that do not negatively impact on the team)

Required minimum education and training.

Grade 12

Desirable additional education, work experience and personal abilities

- Minimum matric and previous experience having worked in a medical reception role is essential for the role
- Experience with medical billing will be advantageous
- Computer literate (MS Office, Windows OS and Apple Systems)
- Experience with medical software will be advantageous
- Ability to communicate on all levels of the organisation
- Excellent organisational and administrative skills
- Ability to work independently and adapt fast
- High level of customer centricity

- Previous experience working on medical practice is preferred, but not essential as training will be given

Required minimum work experience.

At least two years receptionist experience.

Should you be interested in applying for this vacancy, please send an email to Vacancies25@witshealth.co.za. The subject heading of the email must include the job title of position applying for. Please include the following documentation:

- A detailed CV