

<b>VACANCY</b>	
<b>Job title:</b>	Receptionist
<b>Division:</b>	Wits Donald Gordon Medical Centre (WDGMC)
<b>Type:</b>	Permanent <input checked="" type="checkbox"/> Fixed Term <input type="checkbox"/> Temporary <input type="checkbox"/>
<b>Main purpose of the job:</b>	To manage the front office operations, be the first point of contact for patients and provide exceptional patient service. Play a key role in ensuring the smooth daily functioning of the practise.
<b>Location:</b>	Wits Donald Gordon Medical Centre, Parktown
<b>Closing date:</b>	10 March 2026
<b>Submit detailed CV to:</b>	<a href="mailto:vacancies44@witshealth.co.za">vacancies44@witshealth.co.za</a>
<b>Advert reference number:</b>	Receptionist: 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

- Welcome and assist patients in a courteous and professional manner.
- Manage patient check-in and check-out processes.
- Handle patient queries with empathy and discretion.
- Maintain a calm and supportive environment for patients and families.
- Schedule, confirm, and manage appointments and theatre bookings.
- Coordinate with hospital facilities and referring doctors.
- Manage waiting lists and urgent bookings.
- Ensure accurate patient flow and time management.
- Maintain accurate patient records and filing systems.
- Capture and update patient demographic and medical aid information.
- Process correspondence, referrals, and reports.
- Manage email and telephone communications.
- Capture billing codes.
- Submit claim information to billing company.
- Process private payments and receipts.
- Maintain daily cash reconciliation.
- Ensure patient confidentiality in line with Health Professions Council of South Africa and Protection of Personal Information Act (POPIA) guidelines.
- Maintain secure handling of patient information.

### Required minimum education and training

Grade 12

### Required minimum work experience

Minimum 1 years' experience in a medical practice or specialist environment.

### Desirable additional education, work experience and personal abilities

- Knowledge of medical aid processes and ICD-10 coding will be advantageous.

- Computer literacy (practice management systems & MS Office).
- Excellent telephone etiquette and communication skills.
- Professional appearance and manner.
- Strong interpersonal and patient-care skills.
- Excellent organisational ability and attention to detail.
- Ability to multitask in a fast-paced environment.
- Professional discretion and confidentiality.
- Problem-solving and initiative.

Should you be interested in applying for this vacancy, please send an email to [vacancies44@witshealth.co.za](mailto:vacancies44@witshealth.co.za). The subject heading of the email must read **Receptionist:01** and the job title of position applying for. Please include the following documentation:

- A detailed CV