

JOB DESCRIPTION: RECEPTIONIST

1. EMPLOYER : **Vercoe Brown & Associates Ltd**

2. RESPONSIBLE TO: **Practice manager**

3. RESPONSIBLE FOR:

- General - unlock surgery in morning, turn off alarms and attend to answer phone messages
- Keep waiting room & toilets tidy,
- Empty rubbish replenish supplies as needed.
- Do any emergency cleaning as needed
- Telephone - answer phone promptly, assess urgency, handle patient's needs, make appointments or redirect calls as needed.
- Accurately record messages in day book or on computer, contact patients with results when required in conjunction with Nurse and Doctor Tasks
- Send and receive faxes, sort and distribute them to relevant staff member.
- Send and receive emails, sort and distribute them to relevant staff member
- Act as Fire Warden if and when necessary.
- Liaise with visiting contractors in signing safety book + writing down what work has been done.
- Greet patients as they arrive checking addresses + other "F3" requirements, arrive them on computer
- Take patients through to consulting rooms when Nurse unavailable – checking information, alerts and areas the appointment scanner has identified.
- Make up rubbish in secure bags for collection + put out rubbish bin on appropriate day
- Photocopy, fax letters, scripts etc. as needed, and scan and file letters, notes etc as required,
- Contact patients on lists in conjunction with other team members- recalls, NES, etc
- Make & serve morning & afternoon tea as able. Ensure kitchen is tidy prior to leaving. Order the sandwiches from food supplier for monthly meetings.
- Maintain all manual & computer files accurately, Transfer requested files and Log on new patients
- Receive money maintain accurate records of same, reconcile daily cash sheet as needed
- Store valuables daily in safe
- Be aware of all work place policies and implement them as necessary
- Operate EFTPOS system
- End of day - check building secure lights, heaters & computer on standby, set alarm leave & lock.
- When other staff are away be available (within reason) to assist with the work as and when needed. Cooperate with other workers & assist with nurse's duties as required
- Attend monthly Practice meeting and attend courses as required