



**COMPANY:** National Institute of Integrative Medicine

**POSITION:** Medical Administrator

**TYPE:** As required

**REPORTS TO:** Assistant Practice Manager

**OBJECTIVES:**

To provide high quality reception and information services to all clients and staff ensuring the daily smooth operation of NIIM clinic. This role includes the provision of a wide range of administrative and support services to the organisation to ensure maximum efficiency and customer service excellence.

**RESPONSIBILITIES:**

**1. Customer Service**

- Provide courteous, friendly and efficient support to all clients and staff to ensure best practice standards are achieved with the aim of continuous improvement, quality and efficiency.
- Adhere to NIIM Policies and Procedures at all times.
- Act as a Liaison point for the Doctors, Specialists and Allied Practitioners and clients during daily operations
- Become an exemplar in the achievement of a positive culture and environment for all staff and clients at NIIM.
- To observe strict client confidentiality in accordance with the policies and procedures of the organisation and the legislative requirements.
- Accurate provision of information of current services and or referrals to other community services as required.
- Provide support in handling emergency services, police and patient grievances including escalation where necessary to the Assistant Practice Manager.
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**2. Administration**

- Process all customer transactions efficiently including account billing, Medicare, HiCaps etc.
- Appointment scheduling, cancellation processes and booking confirmations.
- Answer all incoming phone calls and redirect appropriately.
- Maintenance of client records and relevant notations on records.
- Cash handling procedures including opening and close where applicable.

- An aptitude for retaining information such as services, products and clinician specialities.
- Audit and maintain clinician consulting rooms daily including stationary, medical supplies and linen.
- Undertake banking and postal duties if required.
- Complete all file transfers, pathology downloads and fax requests including chasing pathology results prior to consultations for the clinicians
- Ensure all Best Practice messages and Clinic inbox are attended to.

### **3. Innovation and Continuous Improvement**

- Seek opportunities and participate in innovation for continuous improvement
- Report areas for improvement and provide solutions to operating procedures
- Participate in training and meetings regarding Best Practice, health and safety and policy and procedure updates.
- Other duties as requested by Manager

### **TECHNICAL SKILLS and EXPERIENCE**

1. Proven experience as a Medical Receptionist.
2. Excellent communication and interpersonal skills including clear written instruction and excellent phone manner.
3. Knowledge of administrative effectiveness and front desk operations.
4. Ability to multi-task, work on own initiative, and within a team environment.
5. A champion of culture - contribute to a rich, positive environment.
6. Enthusiasm and a hands-on approach
7. Knowledge of the quality and safety standards required in a medical business
8. Creative thinker, solution orientated with flexibility and ability to adapt to new ideas and processes
9. Knowledge of Best Practice software an advantage

All Medical receptionists are expected to arrive in a timely manner for shifts, advise when not attending and wear professional attire at all times.