**Position Description**

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<td>Department/Unit:</td>
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<td>Position Title:</td>
<td>Medical Receptionist</td>
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<td>Classification:</td>
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<td>Responsible to:</td>
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**PURPOSE STATEMENT:**
The Student University Experience Portfolio plays a key role in the delivery of the University’s strategic objective to provide a world’s best university experience for staff and students at Australia’s National University.

The ANU Medical Clinic operates within the Health and Wellness Centre located in Kambri on the Australian National University Acton campus and provides comprehensive high quality care to students, staff and other members of the University Community.

The Medical Receptionist provides general reception, customer service support and administrative assistance, contributing to ensuring the ANU Medical Clinic runs smoothly and effectively and supports the delivery of quality patient care.

**KEY ACCOUNTABILITY AREAS:**

**Position Dimension & Relationships:**
The Medical Receptionist acts as the first point of contact for clients of the ANU Medical Clinic (the Clinic) supporting the efficient coordination of administrative operations. The Medical Receptionist is a key role in providing quality customer service to clients of the Clinic including attending booking appointments, attending to enquiries, providing first level advice and escalating more complex enquiries to the appropriate responsible staff.

**Role Statement:**
Under general direction, the Receptionist will:

1. Welcome patients to the Clinic and act as the first point of contact for telephone and in-person enquiries including booking (triaging) of appointments and responding to general client enquiries, informing patients of clinics policies in terms of appointments and billing requirements and redirecting more complex enquiries to the appropriate staff.

2. Provide assistance for the day-to-day delivery of the reception and administrative services including, but not limited to: answering and/ or redirecting telephone and email enquiries, registering new patients and updating existing patient records, including personal and financial information, processing of client billings and accounts.

3. Facilitate patient flow by notifying the relevant service provider of patients’ arrival, being aware of delays, communicating with patients and other reception/clinical staff and ensuring smooth passage of patience to and from the waiting, consulting and treating areas.

4. Provide general administrative support for the Clinic including but not limited to keeping reception and client areas clean and organised, collating stationery needs and placing orders, data entry, filing and collating and distributing incoming and outgoing mail.

5. Exercise and maintain confidentiality in regard to patient care and all aspects of the Clinic.

6. Comply with all ANU policies and procedures, in particular those relating to the Code of Conduct, work health and safety and equal opportunity.

7. Perform other duties as directed, consistent with the classification level of the position and in line with the principle of multi-skilling.

For assistance please contact HR Division Ph. 6125 3346
SELECTION CRITERIA:

1. Year 12 and relevant work experience, preferably in a client-facing administrative role with a commitment to all aspects of customer satisfaction or an equivalent combination of education, experience and/or training. Experience in medical/clinical environment will be highly regarded.

2. Demonstrated high-level customer service skills, including excellent phone manner, and ability to liaise with a range of stakeholders in a culturally diverse environment and to communicate effectively both verbally and in writing.

3. Highly developed organisational skills and proven ability to prioritise own workload, meet deadlines and to work both independently on routine tasks and as part of an administrative team, escalating issues when needed.

4. Demonstrated well developed administration skills with strong attention to detail with particular focus on accuracy with data entry, proof-reading, and the effective transfer of information.

5. Well-developed computer skills with demonstrated experience using the MsOffice suite. Previous experience with medical practice and/or clinical software will be highly regarded.

6. A demonstrated general knowledge and understanding of work health and safety and equal opportunity principles and a commitment to their application in a University context.

The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the Background Checking Procedure which sets out the types of checks required by each type of position.

Supervisor/Delegate Signature:  
Printed Name:  

Date:  
Unl ID:  

References:

Professional Staff Classification Descriptors

Academic Minimum Standards

For assistance please contact HR Division Ph. 6125 3346