

**JOB DESCRIPTION**

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**Clinic receptionist**

**Job Purpose**

***A client facing role:***

Registers patients for clinic patient services, ensuring that complete and accurate information is obtained. Accountable for the efficient operation of the front desk and reception function for a clinic. Provides a variety of administrative and clerical support to facilitate the smooth operation of the clinic.

**Job Outputs**

To provide quality patient and client service

**1. Administrative and Receptionist Roles**

These roles will include the timely and accurate:

- Register new patients
- Scheduling patient appointments
- Telephone handling
- Handling Pilates class payments and co-ordination of Pilates classes
- Explaining clinic policy to patients
- Dealing with patients who may be worried and anxious
- Receiving and delivering messages
- Processing incoming and outgoing mail
- Checking patient account info
- Stock control
- Opening or closing the clinic in the morning, and maintaining the receptionist area
- Scanning all incoming paper based correspondence with support from the practitioners
- Electronic filing using PPS management software. Communication regarding documents will be handled through both conventional means and electronically
- Design and alter mail merge documents if necessary
- Communication both internally and with external agencies/bodies in relation to the administration of the practice; this will include the use of fax and e-mail as appropriate
- Financial awareness, including, cash handling and cashing up
- Undertaking any other tasks in support of the practitioners or Directors

**2. Typing**

- Ability to type standard letter
- Ability to type emails

**3. Confidentiality**

A key component of the job is confidentiality. Both patient confidentiality and practice business confidentiality and adhering to the laws and regulations relating to this area including the Data Protection Act.

**4. Miscellaneous**

To undertake any other duties as reasonably expected by the Directors in order to meet the needs of the Practice.

This job description may be updated from time to time to reflect the on-going changes in office practice.

I agree with the above responsibilities:

Signed.....(Employee) Date.....

Signed.....(Manager) Date.....