



Fox Valley Medical & Dental Centre is seeking applications for a receptionist to join our Front Desk Team. Our Front Desk Team is responsible for providing excellent customer service to our patients and strong support to our General Practitioners, Nurses and Specialists. Fox Valley Medical & Dental Centre is a vibrant, busy practice situated on the Sydney Adventist Hospital Site.

#### **Principle Responsibilities**

- Answer the telephone
- Receive and convey messages in writing, verbally and electronically
- Liaise with patients and their families in a compassionate manner
- Liaise with GP's and other health professionals and their staff
- Make appointments
- Bill patients and receipt monies
- Undertake banking procedures and operate EFTPOS machine
- Fax/Scan/File documents
- Control waiting areas

#### **Essential Criteria**

- Experience in administration and customer service
- Excellent phone manner
- Outstanding customer service skills
- Computer literate
- An understanding of confidentiality and privacy
- Ability to work both independently with initiative, and as a team member
- Strong time management & organisational skills
- Excellent written and verbal communication skills

#### **Desirable Criteria**

- Previous experience in medical administration
- Knowledge of Pracsoft / Medical Director
- Knowledge of Genie

**For more information or to send an application, please contact Sarah Williams, Practice Manager, Fox Valley Medical & Dental Centre on 9487 9700 or email [sarah.williams@sah.org.au](mailto:sarah.williams@sah.org.au)**  
**Applications close 25 February 2019.**