RECEPTIONIST
UNSW OPTOMETRY CLINIC
SCHOOL OF OPTOMETRY AND VISION SCIENCE
FACULTY OF SCIENCE

POSITION DESCRIPTION

A. JOB PURPOSE
The role of Receptionist with the UNSW Optometry Clinic is pivotal to the flow and efficiency of this busy clinic. The position calls for an enthusiastic and dedicated individual with a passion for customer service that acknowledges and strives to maintain the importance of high quality patient service. One of the great appeals to the function of this role is its variety which reflects the uniquely diverse nature of the UNSW Optometry Clinic. The role provides front line patient support while supporting the daily requirements of professional staff and students within this specialist teaching clinic. We value and are passionate about customer service and strive to exceed the expectations of our patients. The position requires the ability to manage a number of competing priorities across a varied workload with accountability.

B. MAIN DUTIES
The Receptionist will exercise professional judgement when performing many and varied tasks as required and requested pertaining to reception duties. These will include:

- Welcoming patients to the clinic and answering telephones
- Attending to patients needs including triage of presenting cases, accurate collection of patient data and maintaining up to date data
- Managing patient appointments
- Maintaining an efficient patient record filing system
- Attend to general email enquiries and pass to relevant departments
- Transcribing of reports and referral letters
- Follow through with patients on optometrists care regime
- Assist in management of optical supplies and consumables
- Organise contact lens purchases for patients
- Managing patient accounts, cash handling and end of day banking
- Processing, forwarding and recording of Medicare payments
- Liaising with Optical Sales Representatives
- General office duties including processing of incoming, outgoing and return mail
- Monitor stationery and/or clinical supply levels to maintain a working supply at all times
- Supporting optometrists, dispensers and optometry students as required
- Becoming proficient in knowledge of the clinics speciality functions
- The ability to manage a number of competing priorities across a varied workload
- Adhering to processes outlined in the UNSW Optometry Clinic Manual
- Participate in ongoing professional development activities
- Contribute equitably to maintaining the cleanliness of the practice
- Monitor visitor access and maintain security awareness
- Organise and monitor consultation room bookings
- Maintain practice dress standards
- Participating in positive communication with colleagues by attending staff meetings
- Any other administrative duties as directed by the Senior Receptionist or the Clinic Business Manager
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that their actions or omissions do not impact on the health and safety of others in the university

C. ENVIRONMENT

Position Context
The UNSW Optometry Clinic is a university teaching clinic within the School of Optometry and Vision Science at the University of New South Wales. It offers general optometric services as well as a number of specialist optometric services to the university community and public. Clinic staff supervise and mentor the development of Stage 4 and 5 undergraduate students studying in the BOptom/BSci programme offered by the School of Optometry and Vision Science.

Statistics
- Undergraduate student enrolment is approximately 400
- The Clinic examines approximately 4,000 patients per annum
- The School currently consists of 15.55 FTE academic staff; 23.1 FTE professional & technical staff and 7.8 FTE postdoctoral fellows, plus numerous visiting and casual appointments.

Reporting Relationships

Supervisor’s title: Clinic Business Manager
Other positions reporting to the supervisor: Optical Dispensers, Clinic Administrator, Senior Receptionist
Positions reporting to this position: None
Other relationships: Report to the Senior Receptionist on a daily basis on implementation of reception operating procedures. Liaise with Staff Optometrists and Optical Dispensers as required to ensure consistency in the patient journey through the UNSW Optometry Clinic
D. PRINCIPAL ACCOUNTABILITIES

Patient management

- Ensure excellent standards of welcoming patients to the clinic and assisting with patient requests and answering telephones for all reception staff
- Assist in management of patient appointments for staff, visiting and student optometrists, including forward planning of workflow and daily patient allocation
- Implement reception systems to improve services and patient satisfaction, evidenced by results from patient satisfaction surveys

Patient database

- Maintain an efficient patient filing system
- Assist in checking all hard copy files for consistency with the electronic clinic management system
- Appropriately dispose of confidential patient files that exceed the current legal requirements for being preserved
- Assist the Clinic Business Manager and Senior Receptionist in developing a paperless patient record system within the next 5 years

Assistance to professional staff

- Work with the Senior Receptionist to implement efficient patient triage systems
- Assist the Senior Receptionist in managing the private clinic appointments for staff and visiting optometrists
- Operate an efficient transcription service where optometrists patient reports and referral letters are transcribed within 48 hours of receiving recorded material
- Work with Optical Dispensers to develop and implement effective procedures for handover of patients between reception and the dispensing area of the clinic
- Assist patients with frame selection as appropriate

Financial and systems

- Ensure that all Medicare claims are made and reconciled daily
- Ensure banking is performed daily

E. SELECTION CRITERIA

- Previous experience as a receptionist working within an optometric or any health or medical practice
- Sound knowledge of practice operating procedures
- Attention to detail and excellent communication skills
- The ability to manage conflicting priorities
- Experience transcribing reports and referral letters with accuracy by being proficient with Microsoft programs
- Ability to effectively and professionally relate to people in person, as well as on the telephone and in writing
- Demonstrated strong commitment to high levels of professionalism and customer service in a busy professional environment
- Ability to work as a team member
- To be flexible in practice staffing arrangements
- Knowledge of OHS responsibilities and commitment to attending relevant OHS training
- Knowledge of equal opportunity principles