



# Position Description

Position Identification			
Position Title:	Receptionist		
Direct Reports	0	Indirect Reports:	0
Position Number: (from HRIS)		Effective Date:	September 2023
Location:	Brunswick and other Merri locations where required		
Scope of Practice:	Not applicable		
Delegation of Authority:	Not applicable		
Agreement/Classification HR use only*	Merri Health Enterprise Agreement 2021 <ul style="list-style-type: none"> <li>Clerical Worker Grade C, Year 5</li> </ul>		
Organisational Context			
Divisional:	Impact		
Program:	Quality and Customer Experience	Unit: Reception Services	
Organisational Chart	<pre> graph TD     Manager["Manager, Quality Customer Experience"] --- TeamLeader["Team Leader, Reception Services"]     TeamLeader --- Receptionist["Receptionist"]           </pre>		
Position Summary			
<p>The Reception Services team plays an important role, being the first point of contact to Merri Health and is required to provide consistent and exceptional customer experience for its patients, clients, visitors, and staff. Exemplary customer service skills are required in the execution of their duties in an efficient, welcoming and professional manner.</p> <p>This role is based predominantly at Merri Health’s Brunswick site (and other Merri site locations where required) and will provide reception, telephony and general administration support to multiple on-site and off-site service delivery programs including dental services, various allied health and wellbeing services (including but not limited to physiotherapy, podiatry, dietetics, counselling services) in addition to providing site-based administration support.</p> <p>This role is essential in providing front of house and client entry support for Merri Health services and to support the efficient and professional delivery of health care and administrative practice .</p>			
Position Accountabilities			



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<b>Responsibilities</b>	<ul style="list-style-type: none"><li>• Opening/closure of the office as required.</li><li>• Answer and transfer inbound and outbound phone calls in a prompt, courteous and professional manner and take accurate messages when required.</li><li>• Conduct dental emergency triage and appointment booking of clients as per DHSV guidelines.</li><li>• Provide an efficient and responsive reception function and create an exceptional customer experience for clients, contractors, visitors, employees, and students.</li><li>• Meet and greet all incoming visitors, ensuring all visitors are signed in and/or be checked-in within the client information management systems, and be provided with the appropriate passes/access.</li><li>• Provide reception and administrative support to service delivery areas including, but not limited to tasks such as confirming appointments, scheduling and rescheduling appointments, ability, and knowledge to triage patients in order to run efficient appointments, processing claims and payment via Hicaps and maintaining accurate patient records.</li><li>• Process and distribute all incoming/outgoing mail daily.</li><li>• Ordering/stock management of site stationery, paper supplies, kitchen supplies, ordering of NSP supplies monthly duress testing.</li><li>• Ensure that the front of house office and reception area is kept at a professional standard.</li><li>• Coordinate the processing of petty cash requests and undertake regular account reconciliations.</li><li>• Assist the Facilities team with requests.</li><li>• Other duties within the incumbent's skills and experience as directed by the Team Leader, Reception Services following consultation with the relevant staff member.</li></ul>
<b>Safety and Risk</b>	<p><b>Occupational Health &amp; Safety (OHS)</b></p> <ul style="list-style-type: none"><li>• All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with Merri Health's OHS Frameworks.</li></ul> <p><b>Physical Inherent Requirements (PIR)</b></p> <ul style="list-style-type: none"><li>• Involves sedentary tasks requiring a low level of physical activity and alternation between seated and standing positions.</li><li>• Incorporates computer-based activities, where employees are required to maintain a slight to moderate degree of cervical flexion for periods of several minutes at a time, occasionally sitting for periods more than 20 minutes.</li><li>• Sound upper limb joints, with the ability to withstand repetitive upper limb activity.</li><li>• May be required to occasionally lift and carry items weighing up to 10kgs.</li></ul> <p><b>Quality &amp; Risk</b></p> <ul style="list-style-type: none"><li>• Be proactive in risk identification, notification and management.</li><li>• Comply with Merri Health's policies and procedures.</li><li>• Participate in quality improvement activities.</li></ul> <p><i>Merri Health is an equal opportunity employer and is committed to ensuring a safe environment for children and young people. We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and</i></p>



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	<i>Torres Strait Islander, Culturally and Linguistically Diverse and the GLBTIQ+ community to join our workforce.</i>
<b>Capabilities</b>	All employees are expected to align their behaviours and utilise capabilities (or 'soft skills') in line with our organisational values and the level of responsibility of the position. The capabilities for this position can be found within Merri Health's Capability Matrix.
<b>Key selection criteria</b>	
<b>Essential</b>	<ul style="list-style-type: none"><li>• Experience in reception and/or administration support role preferably in a similar organisation, with experience in Dental reception work.</li><li>• Capacity to work collaboratively with internal and external stakeholders to achieve organisational goals.</li><li>• Excellent interpersonal, written, verbal and listening communication skills.</li><li>• High level of customer service skills including capacity to communicate with clients, visitors, internal and external stakeholders from diverse backgrounds and with special needs.</li><li>• Demonstrated IT skills including intermediate-advanced experience with Microsoft Office, including the ability to learn new software.</li><li>• Ability to juggle multiple tasks, prioritise and manage time effectively.</li><li>• Knowledge of Confidentiality and Privacy protocols.</li></ul>
<b>Desirable</b>	<ul style="list-style-type: none"><li>• Experience in the operation of DHSV Titanium software, that is used in the public Dental system.</li><li>• Experience in triaging clients for emergency Dental appointments.</li><li>• Experience in processing DHSV Dental Vouchers.</li><li>• Knowledge of and experience in the Community Sector.</li><li>• Ability to speak a relevant community language.</li><li>• Experience in working with people from culturally diverse communities.</li></ul>
<b>Checks, Licences/Registration</b>	<ul style="list-style-type: none"><li>• National Police check</li><li>• Current full or probationary drivers licence</li><li>• Statutory Declaration</li><li>• Immunisation Category B</li><li>• Right to work in Australia</li></ul>