



Title	Medical Receptionist (part time)
Contract Duration	Permanent
Reporting to	Clinic Manager
Salary	€23,000 – €27,000 per annum (pro-rata ie: €11-€13 per hour)
Holidays	22 days per annum (pro-rata)
Working Hours	Thursday 11.00pm - 8.30pm Friday 10am – 5pm Saturday 9.00am - 2.30pm*
Start Date	October 2018

* Extra hours and holiday cover will often be available particularly in the summer months.

About us

We are a two-doctor medical practice engaged full-time in the practice of Travel Medicine. We work to maintain the health of those travelling abroad, particularly to the tropical zones of Asia, Latin America and Africa. Our patients include holidaymakers, school groups, business people, government employees, aid workers and missionaries.

Our work involves the prescribing and administration of vaccines for travel, the provision of malaria prevention advice and the provision of risk avoidance advice to travellers. We provide e-mail support to patients who are unwell while overseas. In addition, we conduct screening for tropical infections in asymptomatic patients and manage the majority of travel-related illnesses presenting to us.

Responsibilities:

- Be the main point of contact for the surgery - managing reception, taking calls, replying to emails, scheduling appointments
- Filing of medical charts
- To open surgery and prepare for the forthcoming session ensuring clinic, waiting room and bathroom are clean, organised and ready for patients, when required
- Support the doctors, e.g. pulling charts, following up with patients, stamping and organising vaccine booklets
- To meet and greet patients, members of the public and visitors to the practice
- Answer patient queries by phone, email and in person
- Register new patients, make and amend appointments on the software system
- Handle cash / card transactions when patients have completed their appointments

- Assist in/Be responsible for the closing and securing of the building at the end of the working day
- Comply with all in house and statutory Health & Safety procedures
- Attend regular practice meetings to ensure efficient running of the practice
- Be flexible and prepared to take on additional duties or relinquish existing duties in order to maintain efficient running of the practice/assist with the clinic clean and tidy on a daily basis.
- Contribute to the development and improvement of administrative processes within the surgery in consultation with the team

Essential Requirements:

- At least 1 year's experience working in a similar role, ideally some of this in a medical practice.
- Fluent English both spoken and written.
- Strong problem solving skills and ability to work on own initiative
- Experience working with databases, (preferably a GP specific database eg: Helix Health's Practice Manager)
- Excellent IT skills, including a good working knowledge of MS Office
- Excellent communication skills, both written and verbal
- Excellent telephone manner
- Strong organisational skills
- Can-do attitude and the ability to multi-task
- Understanding of the necessity for confidentiality/data protection
- Attention to detail, especially when dealing with patient records, both electronic and paper based
- Effective team worker
- Professional, motivated, enthusiastic and friendly