



ROLE PROFILE

Role Title	RECEPTIONIST
Department	ADMIN
Reporting Structure	ADMINISTRATION MANAGER
Closing Date	30 APRIL 2021

ROLE SUMMARY

Busamed Hillcrest Private Hospital is looking for suitably qualified customer-orientated person to provide timeous, efficient front-line service to patients and visitors. The position encompasses pre-admission, admission, reception, data capture and switchboard duties, ensuring a friendly stress-free admission process and frontline patient liaison. The job also includes the accurate capturing of patient data.

RESPONSIBILITIES AND DUTIES

- Accurately capture all relevant patient information pertaining to patient admission ensuring 100% compliance in all admission processes on SAP system.
- Assist with pre-admission of patients as necessary
- Identify and report on gaps analysed during the admission process and follow up timeously.
- Ensure professionalism, conduct and friendliness at all times when dealing with internal and external customers
- Responsible for the marketing of the department and services offered to admitting doctors and follow up with non-compliance.
- Assist with admission internal audits and quality reviews pertaining to department needs.
- Assist with adhoc duties as and when instructed by the line manager thus ensuring you promote a harmonious team effort within the department.
- Maintain effective relationships with all internal and external customers, and ensure all actions promote customer service excellence.
- Ensure processes are in line with the working procedures and policies of Busamed Hillcrest Private Hospital.

SKILLS PROFILE

EDUCATION

- Minimum Grade 12 (Matric)

WORK EXPERIENCE

- 1 - 2 years' work experience in a hospital environment.
- Preference will be given to applicants with SAP experience
- Customer-oriented with exceptional interpersonal skills

KNOWLEDGE

- Computer literate – must be accurate and pay attention to details
- Proactive, organised and able to multitask and work well under pressure
- Participative and able to work as part of the team.
- Professional in appearance
- Flexible.

APPLICATION PROCESS

BUSAMED IS AN EQUAL OPPORTUNITY EMPLOYER

The Company's Employment Equity plan and targets will be considered as part of the recruitment process aligned to the Group's Employment Equity strategy. Busamed actively supports the recruitment of people with disabilities.

Interested candidates who meet the above criteria are requested to e-mail a detailed CV to applications.hillcrest@busamed.co.za before the closing date cited above.

Kindly indicate the name of the position you are applying for in the subject line of your email
Should you not receive feedback two weeks after the closing date, kindly consider your application unsuccessful.
