



## ROLE PROFILE

Role Title	<b>RECEPTIONIST</b>
Department	<b>ADMIN</b>
Reporting Structure	<b>ADMINISTRATION MANAGER</b>
Closing Date	<b>25 OCTOBER 2021</b>

## 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 private 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](mailto:applications.hillcrest@busamed.co.za)

Kindly indicate the name of the position you are applying for in the subject line of your email.

Please consider your application unsuccessful should you not hear from us by the 31<sup>st</sup> October 2021.

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