

RECEPTIONIST ( Medical)  
DUTY STATEMENT  
Palmerston or Darwin

At all times support is given to achieve positive outcomes.

POSITION PURPOSE:

To manage or maintain the required reception duties to manage a well organized health service and to support general administration of FPWNT.

JOB DESCRIPTION:

The receptionist will function as a team member with all staff at Family Planning Welfare Association NT, under the general direction of the Senior Receptionist. In her absence the Clinic Coordinator will be responsible.

They will ensure meticulous attention to detail in all aspects related to clients.

They are responsible for reception and telephone duties, client registration and appointments, and facilitating the provision of appropriate records to ensure the smooth operation of all clinics. Customer focused and attentive to client needs at all times. They will provide general administration support when required.

RECEPTION RESPONSIBILITIES:

- ◆ Coordination of telephone enquiries and transferring of calls/enquiries to the appropriate person.
- ◆ Diary /Client Appointment making using software systems Pracsoft/MD3/DME
- ◆ Preparation of documentation/client files/SMS appointment reminders
- ◆ Must be confident in handling cash and electronic sales and daily balancing using MYOB
- ◆ General office duties such as filing, photocopying, scanning, faxing and receipting of goods etc
- ◆ Manage Medicare Rebate receipting.
- ◆ Assist in maintaining the Membership database.

- ◆ Assist when necessary in maintaining the mail registry which includes the pick up and distribution of mail appropriately
- ◆ General administrative duties may include data entry and word processing and photocopying of clinical documents.

### GENERAL INFORMATION

- ◆ 1st Aid/CPR Certificate required OR prepared to gain this qualification with FPWNT support
- ◆ Working with Children Clearance required
- ◆ Part Time position, 3 days a week
- ◆ Rosters are completed every 8 weeks
- ◆ This position requires multi-tasking and good communication skills
- ◆ Currently the position's salary is based on the Social, Community, Home Care and Disability Services Industry Award.  
(Depending on qualifications, salary will be between Level 2 pay point 2 and Level 3 pay point 1).

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Send your CV and cover letter to [admin@fpwnt.com.au](mailto:admin@fpwnt.com.au)  
Phone 89480144 for further information.

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