Dental Practice Administration Coordinator

Work type: Full-time, continuing

Location: Carlton

Melbourne Dental Clinic

About Melbourne Dental Clinic

The Melbourne Dental Clinic (MDC) was established by the University of Melbourne in 2013 to provide excellence in clinical education for the next generation of dental professionals and increase access to comprehensive dental care for members of the public.

Our mission is to provide world-class education and training to our students and provide high quality, dental care and exceptional service to our patients. We share the University of Melbourne’s mission to be a world-class education and research facility and strive for continuous innovation and excellence in comprehensive dentistry.

About the Role

An exciting opportunity exists for an experienced Dental Practice Administration Coordinator to join a dynamic and patient-focused team within the Melbourne Dental Clinic. The position is a vital role within the clinic as it will be responsible for the initial contact and customer support for all patients attending the practice. Reporting to the Operations and Practice Manager, the position is expected to deliver high-quality customer service and care to patients, visitors and practitioners by creating a welcoming environment, ensuring patients are greeted upon arrival, phone enquiries are effectively managed and appointments are created and communicated in a timely manner.

Practice Coordinator duties

- Assist patients, visitors and practitioners by responding to their enquiries
- Greeting of patients on arrival at the Clinic and recording all required information prior to the patient being examined
- Making appointments for consultations and providing advice, information, service and/or referral
- Being the first point of contact for handling initial patient queries or feedback, referring complex issues to the Operations and Practice Manager
- Ensuring the maintenance of confidentiality and respecting sensitive patient information
- Ensuring the reception, kitchenette and waiting areas are kept to a professional standard of presentation

Financial transactions

- Assisting with financial transactions relating to patient consultations through collection of payments including arrangements for payment plans and issuing of receipts
- Assisting with the daily reconciling and balancing of the Clinic till, which includes regular banking as well as Medicare and other patient payments
- Assisting with the processing of patient claims as required
Customer Service

- Providing excellent and supportive service to patients, visitors and practitioners
- Communicating clearly and effectively for all interactions with patients, practitioners and colleagues
- Building customer relationships and greeting patients promptly and courteously
- Actively seeking to understand the patients’ and practitioners’ requirements and expectations

Other

- Carrying out other responsibilities as directed by the Operations and Practice Manager to support the efficient operation of the Clinic
- Actively contributing to continuous improvement of work practices, office processes and customer service delivery

About you

Essential Selection Criteria

- Relevant qualification and/or work experience in front desk customer service environment, healthcare administration or a combination of relevant experience and/or education
- The ability to work in a highly productive and dynamic environment, whilst managing multiple priorities to best meet the needs of patients, key stakeholders and the business
- A demonstrated track record of internal and external customer service provision (experience within a dental/medical environment will be highly regarded)
- Excellent verbal and interpersonal communication skills with the capacity and confidence to deal with a diverse range of people
- Demonstrated organisational and time management skills
- Strong computer skills and ability to use software such as the MS Office Suite, internet and email
- The ability to work autonomously but also work collaboratively and effectively within a team environment

Desirable Criteria

- Ability to operate EFTPOS machines and capacity to deal with banks and medical funds
- Ability to use MAC Practice software

Please submit your application through the APPLY FOR THIS JOB button next to the advertisement on the SEEK website. Previous applicants need not apply.

A cover letter, CV and document addressing the key selection criteria listed in the advertisement will need to be included in your application.

For inquiries please contact Ms Harriet Muggleton, harriet.muggleton@unimelb.edu.au (please do not send applications to these emails)

Applications close: Friday 7 December 2018