POSITION DESCRIPTION

POSITION TITLE: Practice Administrative Coordinator
REPORTING TO: Operations and Practice Manager
CLASSIFICATION: Level 1 (Clerical)
EMPLOYMENT TYPE: Full-time, continuing
NUMBER OF REPORTS: 0

The Organisation

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.

As a world-class teaching clinic, our services are provided by undergraduate and postgraduate dentists trained at the University of Melbourne under the supervision of expert professors and qualified and experienced dentists and dental specialists.

At the MDC we have access to the latest equipment and technology, which allows us to provide the highest standard of service and convenience. As one of the largest academic dental clinics in Australia we are unique in our ability to offer comprehensive general dentistry services, as well as services in six specialty areas all in one location.

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.

Position Summary

The Practice Administrative Coordinator is part of a dynamic and patient-focused team operating in the Melbourne Dental Clinic. Reporting to the Operations and Practice Manager, 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.
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

Desireable Criteria

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

Key Relationships (Internal and External)

- Patients
- Private Dental Practitioners
- Melbourne Dental Clinic Executive Management Team
- Melbourne Dental School Executive
- Clinicians
- Melbourne Dental School Students
### Key Accountabilities

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<tr>
<th>Key Responsibilities</th>
<th>Measure/KPIs to be achieved</th>
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| **Reception duties** | • Answering enquiries from patients, practitioners and prospective patients efficiently, courteously and within a timely manner  
• Smooth operation of the reception and the patient waiting area  
• Updating patient information in the Clinical Practice System accurately and ensuring system data integrity that reflects the patient attendances  
• Attending to patients and ensuring that the waiting time is limited and enjoyable |
| • Assisting 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 complaints, referring complex issues to the Operations and Practice Manager  
• Ensuring the maintenance of confidentiality and respecting sensitive information.  
• Ensuring the reception, kitchenette and waiting areas are kept to a high standard of presentation | |
| **Financial transactions** | • Provision of accurate information to patients, visitors and practitioners in relation to clinic charges, payment plans and general information |
| • 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 processing of patient claims when required | |
| **Customer Service** | • Patient and customer service satisfaction feedback responses are within agreed targets |
| • Providing excellent and helpful service to patients, visitors and practitioners | |
- Communicating with clear and unambiguous language in all interactions, tailored to the audience
- Building customer relationships and greet customers and patients promptly and courteously
- Actively seeking to understand the patients’ and practitioners’ expectations and issues

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<th>Other</th>
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<td>• Carrying out other responsibilities as directed by the Operations and Practice Manager to support the efficient operation of the Clinic</td>
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<td>• Actively contributing to continuous improvement of work, standards and methodologies</td>
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<td>• Issues are escalated to the Operations and Practice Manager as appropriate and resolved in a timely manner</td>
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Occupational Health and Safety (OHS) Responsibilities

The Melbourne Dental Clinic has policies and procedures which comply with the Occupational Health and Safety Act 2004, which require all staff to contribute to the maintaining of a safe and healthy workplace.

All staff members are required to exercise their duty of care and:

- Take reasonable care for their own safety, as well as for others in the workplace who can be affected by their actions;
- Refrain from misusing or damaging any equipment which is provided to protect or enhance the health and safety of staff;
- Comply with legitimate requests from MDC which are in accordance with published policies and/or OHS legislation;
- Ensure they do not knowingly place other staff at risk through their actions;
- Report incidents and potential health and safety risks to their OHS Representative in a timely and appropriate manner;
- Host visitors and/or contractors at the campus in a manner consistent with the requirements of the OHS policy.

Diversity and Inclusivity Statement

The Melbourne Dental Clinic is committed to a diverse and inclusive workforce free from all forms of discrimination. We actively work to remove barriers to ensure all employees enjoy full participation in the workplace and encourage applications from diverse backgrounds. We adopt our diversity and inclusivity policies from the University of Melbourne and can be viewed at https://staff.unimelb.edu.au/diversity-inclusion

Document Control

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<th>Date Developed:</th>
<th>Developed and Reviewed By</th>
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<tr>
<td>August 2017</td>
<td>Andrew Stott – CEO, MDC</td>
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