



THE SURREY PARK CLINIC

FERTILITY PREGNANCY GYNAECOLOGY MENOPAUSE

Patient Coordinator/Reception

Job Description

We are recruiting for an enthusiastic and focused Customer Service Advisor / Receptionist to join our team.

The Surrey Park Clinic is a private women's health clinic, specialising in Fertility, Hormone & Menopause treatment, Pregnancy and Gynaecology care.

Due to the fast pace environment of the clinic, the successful candidate must have a passion for great customer service and strive to always exceed patient expectations.

Reports to: Clinic Director

JOB PURPOSE

To provide a high-quality service in line with our standards and be able to communicate sensitively and effectively with a wide range of people including medical staff, patients and colleagues.

Support the Clinic Manager, Finance and other departments in delivering administration and support services for the clinic.

JOB DIMENSIONS

Responsible for prioritising work, answering phone calls, providing general admin support, responding to emails and invoices to ensure the effective running of the admin function and effective communication is maintained at all times.

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

Essential skills include:

- A good standard of basic education
- Ability to work on their own initiative and to stringent deadlines
- Ability to manage customer service requirements
- Able to work with staff with varying levels of authority
- A knowledge of the healthcare industry (not essential)
- A good standard of written and spoken English.
- Basic computer literacy and willingness to further computer skills.



THE SURREY PARK CLINIC

FERTILITY PREGNANCY GYNAECOLOGY MENOPAUSE

PRINCIPAL DUTIES & AREAS OF RESPONSIBILITY

- Answer all phone calls, emails and general enquiries that come into the clinic and support the day-to-day activities of the administrative team.
- To maintain a high standard of communication with the team, patients and healthcare professionals.
- To ensure that all communication with patients and the clinic are professional, standardised and targeted, in order to maintain a complete and seamless service to patients.
- Continually providing support to the team for all areas of admin and being flexible as the business needs are changing.
- To provide exceptional customer service to achieve the required outcomes. Contribute to the identification and planning of the business needs to meet the financial targets.
- Monitor administrative processes to ensure all are completed within agreed timescales.
- Deal with complex enquires from staff/patients/relatives/visitors investigating and researching matters thereby providing information to others to ensure their queries have been dealt with.
- Undertake general administrative duties including filing, photocopying, faxing and dealing with general communication.

Job Types: Part time

Salary: £18,000.00-£21,000.00 per year