

Customer Care Associate – New Farm

Employer: Move Health Services Pty Ltd

Application closing date: 14/2/2018

Job Start date: ASAP

Work Type: Permanent PT & Casual

Salary: We are negotiable to remuneration to the level of your experience & expertise

Location: Positions at New Farm & CBD

Job Summary: We are looking for an enthusiastic receptionist to join our team and engage with clients to ensure their visit with MOVE is first class.

About Us:

MOVE is a busy Allied Health Care clinic in Brisbane delivering an integrated solution to musculoskeletal pain and rehabilitation. MOVE started in 2004 and has grown from being an Osteopathy only service to a multi-modal solution that now includes Osteopathy, Physiotherapy, Clinical Pilates, Exercise Physiology, Myotherapy, Remedial Massage and Acupuncture. We are a highly motivated team of health professionals that are focused on delivering consistent, outstanding service to our patients. We have accumulated over 60,000 patient files and currently complete around 3000 consults per month.

Our vision is to deliver outstanding patient experiences in a practice where patients receive the best care and outstanding service where our customer care team are valued as the central cog in providing the experience and in the success of the practice.

Job Description:

As a Customer Care Associate, your role will be to help create outstanding customer experiences within a friendly, welcoming, patient focused practice.

The successful applicant will be employed in a role that involves engaging with clients and ensuring their visit is first class. This includes helping to create a friendly environment, demonstrating our values and culture on a daily basis with clients and other team members and working closely with a team to ensure a happy, cohesive work environment

Key Criteria for this position include:

- You must love people and enjoy getting to know new people quickly
- You must be someone who shows initiative, is a quick learner and is always looking for things to do
- Previous reception experience is an advantage
- Good communication skills and professional telephone manner
- Exceptional customer service skills
- Ability to take direction, work as part of a team and individually
- Proficient computer skills - knowledge of Cliniko an advantage
- Experience with HICAPs machines an advantage
- Able to work under pressure with a high attention to detail
- Ability to multi-task and prioritise
- Strong written and verbal communication skills
- Ability to relate well with patients, practitioners, other staff and visitors to the Clinic
- High standard of presentation
- Must be reliable, honest and possess a high level of work ethics



New Farm (07) 3207 5088

Elizabeth St CBD (07) 3229 3661

Alex Hills (07) 3207 5088

www.moveosteopathy.com.au

Key Responsibilities include but are not limited to:

- Greeting Patients
- Answer telephone calls and enquiries
- Billing and receipting of patient accounts
- Scheduling appointments
- Distribution of mail
- General administrative duties
- Maintain confidentiality while managing patient records
- Adhere to Practice Protocols and Policies and Procedures
- Maintain reception area and consulting rooms

Please note that we only want to consider people who are genuinely excited about the opportunity to work with our team here at MOVE and our valued clients and patients. We are not looking for robots, so if you are serious about your application please write "I am not a robot" at the top of your application.

Please send all applications to;

Krystal Wilson
Assistant to Director of Operations
krystal@moveosteopathy.com.au

move
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