

Eat Speak Learn

Receptionist

Position Description – Receptionist

The Receptionist is to provide a comprehensive range of customer services and administrative activities to support delivery of speech pathology services. Full-time, part-time and casual employment opportunities may be available.

Salary

Full time and part-time employment has access to leave entitlements. Casual employment will be paid at 125% of the base rate in lieu of leave entitlements. Hourly rate is subject to experience and performance.

Superannuation

Eat Speak Learn will also make superannuation payments on your behalf in accordance with the *Superannuation Guarantee (Administration) Act 1992*.

Principal Responsibilities

- Answer and respond to all client enquiries by phone or email
- Provide clients with information regarding our services
- Conduct any follow up activities with clients
- Manage client bookings including therapist availability, rescheduling, data entry and client files
- Create/provide invoices and manage/reconcile payments including accessing the NDIS provider portal
- Create and update NDIS Service Bookings and Service Agreements
- Conduct simple purchasing activities
- Manage the administration and enquiries email inboxes
- Contribute to team meetings and continuous improvement activities
- Comply with Child Protection and Working With Vulnerable People legislation within the ACT
- Other duties as required

Expectations

Communication

- Ability to gather relevant information through effective questioning
- Ability to express information and ideas appropriately and effectively
- Reads/reviews relevant documents
- Participates in meetings, committees and disseminates information as required

Integrity

- The ability to understand the implications of one's actions and act in a manner consistent with relevant policies, codes, guidelines and legislation

People / Patient focused environment

- Ability to set the highest standards of performance for self and others in meeting the needs of internal and external customers

Quality Improvement

- Works to continually improve own performance
- The ability to understand own professional development needs and to recognise, create and seize opportunities to improve performance

Additional Information

Eat Speak Learn has a reputation for being a client focused provider. Our motto is 'we're here to help'. Our objective is to deliver the best therapeutic supports for all our clients. If we can't provide a client with the optimal service model, then we will work with the client and other providers to ensure the best assistance the industry can offer. Eat Speak Learn engages regularly with a network of multidisciplinary service providers and aim to collocate in the coming years.

Eat Speak Learn believes in a promoting an open learning environment. Our professional development model is based on identifying knowledge gaps and closing these gaps through additional training, new experiences and on the job learning. We offer a variety of professional development options/opportunities.

Eat Speak Learn will provide you with the tools you need to deliver our services.

Eat Speak Learn provides a flexible working environment. We understand what makes a productive work life balance and have designed our business model around allowing the maximum flexibility we can offer and still achieve our desired results. The receptionist role may have some set hours but these are negotiable based on each individual's circumstances. We are a family-friendly employer and know what it means to work in an environment that is supportive, collegiate and accepting.