



## Role Profile

Role Title	Receptionist
Division	Netcare Primary Care Division
Location	Medicross Monument
Department	Medical
Closing Date	09 July 2024

At Netcare, our core value is care. We care about dignity of our patients and all members of the Netcare family.

We care about the participation of our people and partners in everything we do.

We care about truth in all our actions.

We are compassionate about quality care and professional excellence.

### OUR STRATEGY

**Person centered health and care:** Empowering Patients to participate in their health. Delivering the best quality and consistency of care.

**Digitally enabled** - Digitising all patient touch points to create a unified, integrated experience.

**Data driven** - a 360-degree view of our targeted decision -making patient engagement, and informed business decisions.

Our redesigned health and care offering will be highly differentiated in SA and will create a sustainable competitive advantage for the Group – we call this *the Netcare moat*.

Our basic service standard holds us accountable below seven behaviours:

- I always greet everyone to show my respect.
- I always wear my name badge to show my identity
- I am always well-groomed to show my dignity.
- I always practice proper hand hygiene to show my care.
- I always seek consent to show my compassion.
- I always say thank you to show my appreciation.
- I always embrace diversity to strengthen inclusivity and belonging.

The Company's approved Employment and targets will be considered as recruitment process aligned to the Group's Employment Equity strategy. Netcare actively supports the recruitment of people living with a disability.

## Role Summary and key work output and accountabilities

Medicross Healthcare Group is a value driven organisation with a firm commitment to providing patients and their families with a holistic approach to primary healthcare of the highest quality and is underpinned by our professional service.

The Receptionist has exceptional interpersonal communication skills and is the often the first point of contact to the visitors and patients of the Clinic. The Receptionist is responsible for the complete admissions process and handling of associated queries with various stakeholders.

As a receptionist, you are required to be a Brand Ambassador by providing the best and safest person-centered quality customer service whilst living our values of CARE, TRUTH, PARTICIPTION, COMPASSION and DIGNITY. The incumbent will be required to provide quality customer services aligned to the overall business strategy, which is inclusive of administrative, switchboard, billing and pay point responsibilities.

A detailed job description will be discussed with successful candidates.

## Inherent Requirements

- Matric or equivalent NQF level 4 qualification.
- Higher certificate – NQF level 5.
- Previous reception experience (minimum 1 – 2 years) in hospital/clinic environment.
- Intermediate computer skills (MS Word, Outlook, Excel).
- Knowledge of Medical Schemes.

## Application process

Interested candidates who meet the above criteria are requested to e-mail a detailed CV to [pcdrecruitment@netcare.co.za](mailto:pcdrecruitment@netcare.co.za)

Kindly note that only shortlisted candidates will be contacted.

Applicants who have not been contacted within 30 days after the closing date of this advert should consider their application as unsuccessful.