



# NETCARE



## Vacancy

Role Title	Receptionist (Medical)
Division	Primary Care Division
Location	Medicross Tokai
Closing Date	18 February 2024

### Role Summary

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)

By applying for this position and providing us with your CV and other personal information, you are consenting to the information being processed for possible recruitment and selection purposes only or for such purposes relating to assessing the establishment of an employment relationship with yourself, and this will be done in accordance with the applicable data protection and privacy legislation.

We confirm that such information will not be used for any other purpose without obtaining your prior consent.

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. We will retain your CV and other information provided on our electronic system for 12 months.

If you object to your information being used in accordance with the aforementioned clauses, please indicate your objection, and we will immediately securely destroy your personal information.

HR01 F04 V2 2024

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

We care about the participation of our people and our 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 clinical 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 for the 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 Equity plan and targets will be considered as part of the recruitment process aligned to the Group's Employment Equity strategy. Netcare actively supports the recruitment of people living with a disability.**

