

# Bulgarr Ngaru Medical Aboriginal Corporation

Bulgarr Ngaru Medical Aboriginal Corporation (BNMAC) is an Aboriginal Community Controlled Health Organisation is seeking a receptionist to work in Grafton

## **Receptionist in Grafton Full time Fixed Term**

*Aboriginality is a genuine occupational requirement of this position, exemptions claimed under Section 14D of the Anti Discrimination Act NSW 1977.*

In this role you will be responsible for the coordination of the reception area and supporting the professional operation of the medical service. You will be working in a professional environment assisting Aboriginal people with a range of complex health related issues.

### **Critical Responsibilities:**

The successful applicant will be responsible for:

- Booking client appointments
- Providing efficient and courteous customer service
- Providing clerical support to BNMAC clients, relatives and visitors.
- Completion of clerical procedures relating to the registration of clients in computer based systems such as Medical Director and Pracsoft, and ensuring Medicare details are correct.
- Providing communication support to BNMAC staff
- As this is a key front line role you will be required to be well presented, welcoming and professional.
- General office duties.
- Contributing to the wellbeing of the medical service by actively participating in a cooperative and team effort across all activities and within the Service.

### **Critical Selection Criteria:**

#### **Essential**

- Aboriginality is a genuine occupational requirement of this position, exemptions claimed under Section 14D of the Anti Discrimination Act. NSW 1977.
- Current NSW Working with Children Check and National Police Check
- Excellent written and verbal communication skills.
- Well-developed interpersonal and customer service skills.
- Prior experience working in a front line customer service role.
- Demonstrated computer literacy including proficient keyboard and data entry skills
- Ability to work effectively as part of a multi-disciplinary team.
- Considerable tact and diplomacy with ability to maintain confidentiality.
- Proven ability to display a professional courteous manner when dealing with patients, staff and the general public.
- Ability to work independently and to demonstrate initiative.

#### **Desirable**

- Understanding of Medicare arrangements.
- Previous experience in Medical Reception
- Knowledge of medical terminology

Enquiries to Chris Clark : [cclark@bnmacrv.com.au](mailto:cclark@bnmacrv.com.au) or phone 6662 3514

**Please address the selection criteria above and send your application including a CV to [hr@bnmac.com.au](mailto:hr@bnmac.com.au)**

**Closing date: 18 February 2022**