



# WARWICK RD MEDICAL

## WARWICK ROAD MEDICAL IS HIRING! MEDICAL RECEPTIONIST

Warwick Road Medical is seeking a compassionate and professional **Medical Receptionist** to join the team on a permanent-part-time / full-time basis.

As the first point of contact for valued WRM patients, your role is crucial in creating a warm, welcoming, and efficient environment.

### About the Role:

As the primary Medical Receptionist, you'll be the heart of front office operations. You'll be responsible for:

- **Patient Engagement:** Greeting patients warmly, assisting with registration processes, collating documentation and ensuring their information is accurate and up-to-date.
- **Appointment Management:** Scheduling, rescheduling, and moving patients through their appointments seamlessly.
- **Communication Hub:** Answering incoming calls, managing inquiries, transferring calls, and providing support to the WRM community in coordinating external appointments (specialists, tests, scans).
- **Administrative Support:** Handling incoming/outgoing mail and emails, collecting payments, maintaining office supplies, and ensuring a neat and clean reception area.
- **Data Integrity:** Maintaining and managing accurate patient records with the utmost attention to privacy and confidentiality.

### What We're Looking For:

- **Exceptional Communication:** Outstanding verbal and written communication skills across all age groups and social backgrounds.
- **Digital Literacy:** Competency across electronic platforms, including but not limited to: Adobe, Word, Excel, Google Docs
- **Customer Service Focus:** A genuine desire to provide excellent service and create a positive experience for every patient.

- **Organisational Skills:** Highly organised with the ability to prioritise tasks and manage a busy front desk efficiently.
- **Team Player:** A cooperative attitude, working closely with the WRM team to foster a cohesive environment.
- **Integrity:** Honesty, integrity, and a commitment to maintaining patient privacy and confidentiality are paramount.
- **Adaptability:** A proactive approach to learning and adapting to evolving practice policies and procedures.

You'll work under the direction of our Practice Manager and Principle GP, with opportunities to work autonomously within your areas of responsibility. WRM encourages open communication and insights that contribute to continuous quality improvement.

### **Why Join Warwick Road Medical?**

WRM offers a supportive and collaborative work environment where your contributions are valued. You'll be an integral part of a team committed to delivering high-quality healthcare to the WRM community.

**If you're ready to embrace a rewarding role and contribute to a thriving medical practice, apply now!**

**Send your resume and cover letter to Practice Manager, Angela Walker:**

[angie@warwickroadmedical.com.au](mailto:angie@warwickroadmedical.com.au)

**Job Opens: Tuesday 18JUN25**

**Applications Close: Sunday 06JUL25**