

## Reception & Client Support Full-Time or Part-Time



# We're looking for a superstar!

### A little about who we are, and what we do

At Victorian Hearing, our primary goal is to empower people to make the best choice for their hearing future. We collaborate with our clients to provide unbiased, objective advice, delivering the highest level of care, service and hearing health outcomes.

We are proudly independent, Australian owned and currently operate in 10 locations across Melbourne, and growing! We also have as a strong reputation amongst local ear, nose and throat specialists, GPs and other allied health professionals.



### About the position

This critical role is the face of Victorian Hearing and often the first point of contact for all clients and as such, is founded on outstanding customer service and provides for the future of the business. This role is a relationship building role, so it becomes an advocate for our clients to ensure they achieve their communication goals with the most positive interaction with our clinic possible. The role involves main reception duties and client support for hearing impaired clients, as well as internal administrative support for clinical staff.

### Our team our culture

Victorian Hearing practices a supportive, respectful, client focused culture. We do not have sales targets, nor offer commissions. We offer professional development opportunities and experiences. We work diligently and encourage and nurture our team's comradery. Simply put, we love what we do with a team that supports us.

### **APPLICATIONS CLOSE 1st May.**

To review job description and apply, please read on.

03 9558 8842 e: [info@victorianhearing](mailto:info@victorianhearing) w: [victorianhearing.com.au](http://victorianhearing.com.au)

## **Full-time or Part-time Audiology Reception & Client Support Role**

**Location:** Various - North Balwyn, Melbourne CBD, Clayton, Brighton and Malvern.

Positions are available to join our friendly, dedicated, client-focused, hands-on admin team who deliver excellence in reception, client care and administrative functions in a fast paced, independent audiology and hearing aid clinic. A minimum of 12 months industry experience is preferred. Knowledge of the Hearing Services Program claiming system would be highly regarded.

### **Purpose of Position:**

This critical role is the face of Victorian Hearing. This role is often the first point of contact for all clients and as such, is founded on outstanding customer service and provides for the future of the business. This role is a relationship building role, so it becomes an advocate for our clients to ensure they achieve their communication goals with the most positive interaction with our clinic possible. The role involves main reception duties and client support for hearing impaired clients, as well as internal administrative support for clinical staff.

**Hours:** 8:30am – 5pm, 5 days per week

**Reports to:** Practice Manager

### **General Responsibilities include:**

- Manage switchboard with 3 incoming lines for 10 clinic locations
- Manage client relationships in waiting room area and promote the business.
- Appointment management including invoicing/taking payments and claiming from Medicare via use of bespoke Fitting Wizard CRM system (software training provided).
- Data entry to ensure maintenance, management and 100% accuracy of client database.
- Proactive calling of database for annual review appointments to ensure full caseload for clinical staff.
- Preparation of files and daily requirements of audiologists and visiting sites
- Receipting and dispatch of high value items.
- Minor repairs to hearing aids eg: wax removal/ battery changes (training provided)
- Preparation of client information packs and other marketing fulfillment as required.
- Daily confirmations of client appointments.
- Monthly maintenance mailout.
- Transport and setup of audiology equipment between sites (training provided).

### **Knowledge and Skills required:**

- Extensive administrative and customer service experience in a high volume medical environment.
- Excellent written and verbal communication skills.
- Excellent organizational and time management skills.
- Attention to detail.
- Ability to build and maintain strong working relationships with colleagues, clinical staff, clients, and their families.
- Motivated with a positive attitude and strong work ethic
- Well developed interpersonal skills, both face to face and on the phone, particularly with respect to hearing impaired people.
- Keen desire to help people and think outside the box to find solutions.
- Ability to work independently and as part of a dynamic high performing team.
- Ability to multitask and prioritise.
- Comprehensive computer skills and working knowledge of Office suite of products including Outlook/Excel/ Word.
- Australian Driver's license and car.

Up-to-date with all required Australian / Victorian Government Health department vaccinations and immunizations for allied health practitioners eg. CoVid; Influenza.