**Cartmel Surgery Medical Receptionist/Administrator**

We are a rural dispensing practice seeking to appoint an experienced, friendly, enthusiastic, and flexible team member.

**Hours** 16-30hr per week (negotiable to right applicant) Working hours open for discussion **but must be able to work Monday’s 8.30-5.30pm Reception duties**. Must be flexible to work between 8.00am-6.30pm Monday-Friday to cover holidays and sickness.

**Overview**:
We are seeking a highly organized and detail-oriented Medical Receptionist/Administrator to join our team. As the first point of contact for patients, you will play a crucial role in providing exceptional customer service and ensuring smooth operations in our practice. If you have excellent administrative and communication skills, as well as a passion for helping others, we would love to hear from you.

**Responsibilities**:
- Greet and check-in patients upon arrival, ensuring accurate and up-to-date information
- Schedule appointments and manage the appointment calendar
- Answer phone calls and respond to inquiries in a professional and courteous manner
- Verify insurance information and collect necessary co-pays or payments
- Maintain patient records, ensuring confidentiality and accuracy
- Assist with administrative tasks such as filing and scanning documents
- Collaborate with healthcare providers to ensure efficient patient flow
- Handle incoming and outgoing mail

- Searches/Audits/QOF/IT

Skills:
- Strong administrative skills with proficiency in office software (e.g., Excel, Microsoft Office Suite)
- Excellent communication skills, both verbal and written

- Excellent IT skills
- Exceptional customer service skills with a friendly and professional demeanour
- Ability to multitask and prioritize tasks effectively
- Attention to detail and accuracy in data entry and record keeping
- Knowledge of medical terminology is preferred but not required

- Finance background would be desirable

- Knowledge of EMIS desirable

If you are looking for a rewarding opportunity to contribute to the healthcare industry while working in a supportive environment, we invite you to apply for the Medical Receptionist/Administration position. Please submit your resume highlighting your relevant skills and experience.

Salary: From £11.50 per hour depending on experience.

Email CV to: Practice Manager janice.longmire@nhs.net