******

**Travel clinic receptionist**

**Pay scale:** Band 2. Higher banding may be paid to the right candidate

**Hours:** Initially 1 day/week on Saturday. Flexible and part-time initially with increasing hours according to client demand.

**Responsible to:** Travel nurse specialist

**Accountable to:** Medical adviser, ***Travel Klinix***

**Location:** Coventry, West Midlands

**Flexibility:** Job share considered

**Job description**

We are looking for a travel clinic receptionist in a newly formed independent travel clinic based in the West Midlands.

This is an exciting opportunity for an enthusiastic individual to assist in developing and shaping the future of this new service. Although some experience is beneficial, personal qualities such as excellent communication skills, the ability to be a self-starter and possessing a problem-solving attitude is also important. We are also looking for someone who has passion, energy, and enthusiasm and demonstrates a willingness to learn. The role is initially part-time and flexible. The number of duties will evolve as the number of hours are increased.

**Summary of role**

Travel clinic receptionist role

* To work as a clinic receptionist
* To be flexible and perform personal assistant duties for the nurse specialist and medical advisor

**Specific receptionist duties**

* Prepare reception clinic and tills before clinic
* Greet and receive clients and booked into clinic
* Input data into appointment and patient databases
* Create, file and retrieve patient records
* Direct any ill patients arriving at reception to nursing/medical staff
* Observe patients post vaccination in the waiting area and alert nursing staff of any reactions (training will be provided)
* Handle telephone calls and queries
* Deal with cash and credit card transactions
* Cash up at the end of the day and deposit into bank as necessary
* Must maintain patient confidentiality and privacy

**Retail duties**

* Order/re-stock travel retail products
* Prepare and maintain retail displays
* Promote and manage sales
* Deal with transactions

**General duties**

* Filing, photocopying, faxing documents, post, etc
* Maintain a tidy office
* Other clerical duties as necessary
* Be flexible and act as a personal assistant to the travel nurse specialist and medical when necessary on occasions
* Prepare practice leaflets and other promotional materials
* Input and edit updates to the clinic website (training will be given)
* Be responsible for the security of the building and ensuring it is locked at the end of the day
* Regularly update own knowledge by continual professional development

This job description is only a guide and is not exhaustive. The successful candidate will be expected, if necessary, to be flexible in performing other duties consistent with their skills and banding.

|  |  |  |
| --- | --- | --- |
| PERSON SPECIFICATION  | Essential | Desirable |
| 1. **Qualifications**
* Five GCSEs between grades A to C including Maths and English
* ECDL
 | ✓ | ✓ |
| **2. Experience and skills*** Previous experience in a customer orientated business
* Previous experience in healthcare or travel clinic
* Proficient in Word, Excel and PowerPoint
* Previous experience with Access or other database
* Experience in data entry
* Prior experience in retail transactions and cash handling
* An aptitude for business
 | ✓✓✓ | ✓✓✓✓ |
| **3. Personal attributes** * Excellent communication skills and telephone manner
* Highly motivated and self-starter requiring minimal supervision
* Ability to work under pressure and deal with angry clients in a calm and professional manner
* An ability to communicate effectively with clients from a wide variety of ethnic backgrounds
 | ✓✓✓✓ |  |
| * **Working arrangements**
* Be prepared to work flexibly including Saturdays and evenings
* Be willing to cover for colleagues at short notice to ensure smooth running of the service
* Be willing to work away from base as necessary
* A full driving licence
 | ✓✓✓ | ✓ |

Informal enquiries regarding the job are welcomed. Please contact Dr Ravi Gowda, Telephone: or email: info@travelklinix.com

Please submit your CV to Dr Ravi Gowda, Infection and Tropical Medicine, Medical offices, 3rd floor East Wing, University Hospital Coventry, Clifford Bridge Road, Coventry, CV2 2DX or by email to

: info@travelklinix.com