

FRONT OFFICE PATIENT ADMINISTRATOR – ROLE OPPORTUNITY

JOB TITLE: Front Office Patient Administrator

JOB TYPE: Full-time

START DATE: As soon as possible

HOURS: total 40 hrs per week (1 Saturday morning per month). Shifts to be defined.

LOCATION: 11 Harley Street, London, W1G 9PF

The role is integral part of the Administration Team at Isokinetic Medical Group - FIFA Medical Centre of Excellence.

Our thriving Sports Medicine and Orthopaedic Rehabilitation Clinic is looking for a new front office Patient Administrator who can manage the administrative duties involved with co-ordinating patient and physician schedules as well as payments, file management and office organisation.

The job includes significant amounts of multi-tasking, ability to comfortably work under pressure in a fast-paced environment, a strong concept of teamwork and a compassionate and discrete attitude towards our Patients. Additionally the successful candidate will need good time management and record-keeping skills.

To ensure a smooth running of the Clinic the Patient Administrator should be also confident, professional and reliable with fantastic communication and interpersonal skills.

MAIN DUTIES/RESPONSIBILITIES:

- Clinic opening and closing
- Professionally assist doctors, staff, visitors, and patients
- Greet patients upon arrival, sign them in and obtain insurance information and any other necessary data
- Provide patients with support and guidance as needed
- Maintain confidentiality of all doctor, staff, and patient information
- Schedule appointments between doctors and patients
- Answer all phone calls in a professional and courteous manner
- Managing daily incoming emails
- Process payments
- Liaise between medical departments with discretion and professionalism
- Adhere to policy and procedures during all activities
- Assist with admissions/treatment as per agreed protocols
- Complete accurate documentation and reports



REQUIREMENTS:

- Innovative thinker with strong conceptual and problem-solving skills
- Strong organisational, administrative, and planning skills
- Ability to work under pressure and react effectively to emergency situations
- Ability to use discretion while working with sensitive information
- Passionate about healthcare excellence
- Ability to handle a fast-paced environment and prioritise tasks based on importance
- Excellent communication and problem solving skills.

BEHAVIOURS:

- Customer service attitude
- Professional attitude and appearance
- Attention to detail and accuracy
- Results orientated
- Teamwork
- Strong work ethic
- Availability
- Proactivity
- Ability to resolve problems
- Good listener and collaborative
- Good time management skills and organised in planning tasks

Salary preview: £23,600 per annum plus bonuses



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