

Great Minds Chiropractic



Hawera

Vacancy ID: GMC004

1 x Permanent Part Time Chiropractic Assistant and Accounts Administrator
(15- 25 hours per week as per weekly roster)

Chiropractic Assistant & Accounts Administrator Job Description

Chiropractic Assistant Responsibilities:

- Receiving visitors at the front desk by greeting, welcoming, directing and announcing them appropriately
- Answering incoming phone calls, managing enquiries, making/ changing bookings
- Receiving and sorting daily mail/ email

Job brief

We are looking for a Chiropractic Assistant to manage our front desk and to perform a variety of administrative and clerical tasks integral to the smooth operation of our business.

What does a Chiropractic Assistant do?

As a Chiropractic Assistant, you will be the first point of contact for our patients. Our Chiropractic Assistant's duties include offering administrative support across the organization. You will welcome guests and greet people who visit our offices. You will also coordinate front-desk activities, including distributing correspondence and redirecting phone calls.

To be successful as a Chiropractic Assistant, you should have a pleasant personality, as this is also a customer service role. You should also be able to deal with emergencies in a timely and effective manner, while streamlining office operations. Multitasking and stress management skills are essential for this position. This role requires working in shifts, so flexibility is essential.

Ultimately, a Chiropractic Assistant's duties and responsibilities are to ensure the front desk welcomes patients positively, create a warm and welcoming environment/ atmosphere, aid and assist with patient education, and execute all administrative tasks to the highest quality standards.

Responsibilities

- Greet and welcome guests as soon as they arrive at the office
- Direct visitors to the treatment rooms
- Answer incoming phone calls assisting patients in making bookings and/ or changing appointment times
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Provide basic and accurate information in-person and via phone/email
- Monitor emails and SMS for patient communication
- Order front office supplies and keep inventory of stock
- Update calendars and schedule meetings as required
- Keep updated records of office expenses and costs
- Perform other clerical Chiropractic Assistant duties such as filing, photocopying, managing ACC claims.
- Oversee debtors, ensuring patients pay at the time of their visits. Outstanding accounts to be settled by the end of each work week

- Manage patient bookings: Call missed or cancelled appointments immediately to reschedule. Follow up each morning, and perform weekly recall phone calls to remind patients that they are due follow up appointments.
- Weekly ACC Reconciliation. Manage any payment discrepancies and ensure patients only receive the allotted amount of ACC visits.
- Monthly accounts: to be forwarded immediately to Account Manager in the format requested
- Assist the Chiropractor in performing their role to their best by providing support in administrative tasks and managing the booking diary appropriately
- Gain an excellent understanding of Chiropractic Philosophy in order to assist in regular patient education and to better assist with enquiries.
- Monthly Accounts Management: Collect all accounts payable from all 5 clinics. Collate, code as appropriate and oversee payment by the 20th of each month. Report to the Group Practice Manager on monthly expenditures.
- Cover Stratford and New Plymouth clinics for sick leave or Annual Leave as required
- A willingness to expand your knowledge of Chiropractic care and philosophy and undertaking a program of Chiropractic care if appropriate

Requirements

- Proven work experience as a Chiropractic Assistant, Front Office Representative, Receptionist or similar role
- Proficiency in Microsoft Office Suite, use of email, eftpos transactions
- Experience using booking software system
- Hands-on experience with office equipment (e.g. printers)
- Professional attitude and appearance
- Solid written and verbal communication skills
- Ability to be resourceful and proactive when issues arise

- Excellent organizational skills
- Multitasking and time-management skills, with the ability to prioritize tasks
- Excellent Customer service attitude

Hours

This role requires working in shifts, so flexibility is essential:

Proposed Roster

Tuesday: 8.45am- 12pm/ 1pm- 4pm

Wednesday: 8.45am- 12pm/ 1pm- 4pm

Friday: 8.30am- 1pm