

TITLE	:	FRONT DESK EXECUTIVE
SALARY SCALE	:	JG8-(ADM)
REPORTS TO	:	HOSPITAL ADMINISTRATOR
RESPONSIBLE FOR	:	N/A

JOB DESCRIPTION

As a Front Desk Executive (FDE), you will coordinate the daily administration of healthcare providers, staff, visitors and patients. In your role, you will work in collaboration with medical and support staff to implement best practices for front office processes including planning, staff communications, customer service, systems management, training and scheduling. You will provide administrative support in the day-to-day operations of Wyra Medical Centre. You will set the standard for delivering excellent responsive customer service for our patients. You will provide safe, quality patient and family centered care while reflecting the shared vision and values of Wyra Medical Centre.

- **Primary Location:** Kasangati, Wakiso District, Uganda
- **Posting End Date:** 15-January-2023
- **Employee Class:** Full Time Employee
- **Date Available:** Immediately
- **Hours per Shift:** Varies
- **Length of Shift in weeks:** Varies
- **Shifts per cycle:** Varies
- **Shift Pattern:** Days, Evenings, Nights, Weekends, On Call
- **Days Off:** TBD
- **Salary/Month:** Negotiable

KEY FUNCTIONS

- i. Serving patients by greeting and helping them, scheduling appointments, and maintaining records and accounts.
 - ii. Welcoming patients and visitors in person or on the telephone and answering or referring inquiries.
 - iii. Optimizing patients' satisfaction, healthcare provider time, and treatment room utilization by scheduling appointments in person or by telephone.
 - iv. Keeping patient appointments on schedule by notifying healthcare provider of patient's arrival, reviewing service delivery compared to schedule, and reminding healthcare providers of service delays.
 - v. Comforting patients by anticipating patients' anxieties, answering patients' questions, and maintaining the reception area.
 - vi. Ensuring availability of treatment information by filing and retrieving patient records.
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- vii. Maintaining patient accounts by obtaining, recording, and updating personal and financial information.
- viii. Obtaining revenue by recording and updating financial information, recording and collecting patient charges, controlling credit extended to patients, and filing, collecting, and expediting third-party claims.
- ix. Maintaining business office inventory and equipment by checking stock to determine inventory level, anticipating needed supplies, placing and expediting orders for supplies, verifying receipt of supplies, and scheduling equipment service and repairs.
- x. Helping patients in distress by responding to emergencies.
- xi. Protecting patients' rights by maintaining confidentiality of medical, personal, and financial information.
- xii. Maintaining operations by following policies and procedures, reporting needed changes.
- xiii. Contributing to team effort by accomplishing related results as needed.

PERSONAL SPECIFICATIONS

i. Qualifications

- Holder of an Honors Bachelor's Degree is an asset.

ii. Experience

- Three (3) years of work experience in similar field from a reputable organization
- Familiarity with phone systems
- Previous experience with Microsoft Office Software preferred

iii. Competencies

- Information and Communications Technology
 - Multi-tasking
 - Flexibility
 - Telephone skills
 - Customer service
 - Time management
 - Organization
 - Attention to detail
 - Scheduling
 - Word processing
 - Professionalism
 - Quality focus
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