



## University of Cape Town Lung Institute ALLERGY AND IMMUNOLOGY UNIT

### RECEPTIONIST

The **Allergy and Immunology Unit (AIU)**, based at the University of Cape Town Lung Institute, requires applications for a vibrant, professional **Receptionist\*** on a 40-hour week, Fixed Term Contract.

The Lung Institute is wholly-owned subsidiary of the University of Cape Town and is recognised internationally as a leader in the study of treatments for airways diseases, having performed more than 150 research projects field.

The Allergy and Immunology Unit was established in 2000 to provide state of the art clinical and laboratory services for the diagnosis and management of allergic and immune-based diseases, with a mission to transform lives of patients through innovate science and compassionate care.

#### Minimum Requirements:

- Matric / Grade 12 equivalent
- Tertiary qualification will be advantageous
- 5-8 years working experience in a similar role (general office duties or medical practice management)
- Experience with billing administration is preferable
- Computer literacy (MS Office – Word, Excel, PowerPoint, Access / Database, Outlook)
- Excellent communication skills (verbal and written)
- Good telephonic skills
- High attention to detail and organisation skills
- Excellent Problem-solving
- Exceptional work standards with a high level of confidentiality
- Keen focus on customer satisfaction

#### Responsibilities include (but not limited to):

- Answer incoming telephone calls, determines purpose of callers, and forwards calls to appropriate personnel and departments.
- Efficient diary and appointment management, including patient bookings for the unit
- Schedule appointments maintaining & updating calendars, reminding respective personnel of the appointments
- Create and prints memos, mail, reports and other documents as required by staff
- office management (manage stock and stationary for unit)
- Collect, sort, distribute and prepare correspondence, mail, messages and courier deliveries
- Manage efficient billing system
- Maintain orderly filing system
- Assist patients coming for appointments in a hospitable manner
- Assist with typing documentation, photocopying, scanning, and other admin related duties
- Archiving of documents
- Protect patient confidentiality

**To apply**, interested applicants are requested to submit an updated CV (along with supporting documents, e.g. ID, Matric Certificate.) to: [uctlirecruitment@uct.ac.za](mailto:uctlirecruitment@uct.ac.za)

**Applications will only be accepted via email.**

**Telephone:** 021 406 6882

**Website:** [www.lunginstitute.co.za](http://www.lunginstitute.co.za)

**Reference (in subject line):** Receptionist: AIU

**Closing Date:** 21 December 2018

Only shortlisted candidates will be contacted. Should you not receive a response within 30 days of the closing date, please consider your application unsuccessful.

**\*Please Note: This Position is not on UCT Conditions of Service.**