



Position Description

Position Title: Medical Receptionist	Classification: Bond Level 3
Faculty/School/Office: Office of Registrar / Student Success & Wellbeing	Date Position Classified/Updated: July 2026

Purpose of the Position:

The Medical & Health Service, working closely alongside the Student Counselling Service and Accessibility & Inclusion, provides medical and health services to currently enrolled students and staff. The front reception administratively supports all clients attending appointments across the three service areas, namely medical, confidential counselling and accessibility support.

The Medical & Health Service aims to deliver efficient and professional services to students and staff with a commitment to providing outstanding customer experience by dealing with clients in a professional, warm and empathetic manner to ensure they feel welcome and at ease.

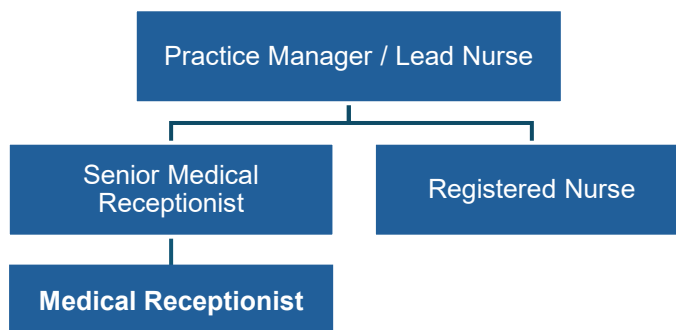
The Medical Receptionist will work as part of a team to develop and maintain effective collaborative relationships throughout the University community as well as with external third-party providers to facilitate information sharing, referrals and administrative requirements. External stakeholders include, but are not limited to, hospitals, pathologists, specialist clinics and healthcare providers.

This position will be the first point of contact for visitors to the Medical & Health Service. Providing outstanding customer service this role will handle all enquiries, manage appointments and referrals, billings and ensure accurate and up to date data is maintained on all clients.

The position requires demonstrated maturity, resilience, initiative, flexibility, expertise and experience in providing outstanding customer service, administrative competence in the use of medical software and the ability to work and thrive in a fast paced and dynamic environment.

Reporting Relationship:

This position reports to the Senior Medical Receptionist:



Selection Criteria:

- Completion of relevant qualification or a combination of professional administration experience and education/training in a customer focused role.
- Demonstrated excellence in customer service skills, managing high numbers of student and

staff enquiries, utilising problem-solving skills to provide information, providing advice and quality outcomes.

- Demonstrated ability to act with genuine empathy and interest in client needs, as a basis for service delivery.
- Demonstrated medical reception and administrative experience of at least 3 years with proven proficiency in the use of medical software programs (preferably Best Practice and HotDoc).
- Experience in Microsoft Office and the ability and willingness to embrace new technologies and identify opportunities for process and systems-based improvements.
- Demonstrated well-developed written and oral communication skills in dealing with people from a variety of backgrounds both internal and external to the organisation including maintaining appropriate links with a large and varied group of external authorities i.e.: health professionals, health providers etc. and parents, on occasion, in difficult circumstances.
- Demonstrated high level of organisational skills, with meticulous attention to detail to facilitate accurate maintenance of all medical and claims records in an efficient, timely and professional manner including the ability to develop and refine business processes and procedures to ensure continuous improvement.
- Proven ability to work independently and as part of a team in a high volume, process driven administrative environment with variable workflow patterns demonstrating accuracy and attention to detail.
- Understanding of OSHC and Privacy Regulations and demonstrated ability to maintain the highest level of discretion, tact and professionalism in handling sensitive and/or confidential information.

Desirable Criteria:

- Training and/or experience in basic triaging, managing emergencies, handling complaints, Medicare & health fund provider.

Competency	Responsibility
Client Service	• Provide professional, timely and accurate turnaround of all student and staff correspondence relating to Medical & Health Service enquiries. • Develop and maintain effective collaborative relationships throughout the university community and with external stakeholders to facilitate information sharing including end-to-end understanding of processes and a holistic view of the student experience. • Engage in positive interaction and provide advice and guidance to students and staff who present at the Clinic for assistance.
Administration	• Manage requests for appointments and allocation of consultation times for Doctors, Nurse, Student Counsellors and Accessibility & Inclusion Service. • Ensure the integrity of patient record keeping systems to ensure practitioners are provided with correct and current patient records and files. • Exercise judgement and initiative in problem resolution and urgency of requirement for treatment and assistance. • Follow appropriate work area hygiene, tidying and cleanliness practices as directed by the Practice Manager. • Communicate patients of service policy and procedures were relevant such as "no show" policy. • Support the Practice Manager with monthly and yearly statistical reports for Medical & Health Services for • Ensure billing processes and procedures are in accordance with the Service's billing fees and policy. • Daily & monthly reconciliation of billing and receipts. • Ensure all forms and documentation generated within the Service comply with the Privacy Act legislation. • Organise appointments for patients to see other specialist practitioners as directed by the doctors and Practice Manager/RN. • Support on-site pathology service processes as directed by Practice Manager/RN to ensure appropriate collection • Support the ordering of supplies for Medical Service as required.

	• Check completion of vaccination consent forms and payment.
Corporate & Medical Systems	• Ensure accurate data entry into Medical & Health Service IT systems and maintain expert understanding of the software available. • Escalate any system issues and/or malfunctions to Line Manager immediately • Be familiar with areas of Student One that assist in this role, in particular, student enrollment status. • Process and upload claim information to external Provider systems (e.g.: Medicare, BUPA etc.).
Team Support	• Contribute to a positive working environment within the Medical & Health Service and across the wider University community. • Provide administrative support to all staff in the Medical & Health, Counselling and Accessibility Services and external mail, kitchen roster, and distribution of documents received. • Provide process and system on the job training as required by Line Manager to other staff members to ensure continuity of service during periods of staff absence/s.
Learning and Development	• Attend relevant training sessions and actively participate in all sessions. • Identify opportunities, make recommendations and in conjunction with your team and with guidance from your Line Manager, implement improvements to processes, systems, and work practices. • Actively participate in change management activities, including engaging constructively with your team.
Quality Assurance and Continuous Improvement	• Demonstrate an understanding of, and contributes to, quality assurance and continuous improvement activities relevant to the role. • Perform duties in alignment with the Bond University Strategic Plan, University policies, and established quality assurance and review processes.
Cultural Safety, Inclusion and Respect	• Demonstrate respect for diversity and contribute to a culturally safe, inclusive and discrimination free workplace. • Engage respectfully with staff, students and stakeholders from diverse cultural, linguistic and social backgrounds, including Aboriginal and Torres Strait Islander peoples. • Comply with University policies and applicable anti discrimination and workplace behaviour legislation. • Participate in relevant training or development activities that support cultural safety and inclusive practice.
Work Health and Safety Responsibilities	• Take reasonable care for own health and safety and that of others, in accordance with the Work Health and Safety Act 2011 (Qld). • Comply with University WHS policies, procedures and instructions, including those relating to psychosocial health and safety. • Promptly report hazards, incidents and risks to their manager or through established reporting mechanisms. • Where the role has supervisory or managerial responsibilities, ensure risks are assessed, appropriate controls are implemented, and workers are consulted in accordance with WHS legislation. • Complete mandatory and assigned WHS training. • Comply with return-to-work program requirements following injury/illness.

Note – the successful applicant will be required to produce a certified copy of their highest qualification received prior to commencement of duty.

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Bond University. You may at times be required to work at other tasks and areas as directed by the Management.