

Receptionists, Customer Service and Information Clerks

Receptionists, customer service and information clerks receive and welcome visitors, clients or guests; respond to personal, written, electronic mail, and telephone enquiries and complaints about the organisation's goods, services and policies, provide information and refer people to other sources; and also assist customers in various aspects such as making reservations, arranging appointments and presenting statements of charges to departing customers and receiving payment. Tasks include:

- receiving and welcoming visitors, guests or clients- answering inquiries about goods, services, and policies and providing information about their availability, location, price and related issues
- dealing with telephone requests for information or appointments; and providing advice, information and assistance

Technical Skills

Billing Procedure
Change Management
Clinical Support for Patient Service Associates
Continuous Improvement Management
Data and Statistical Analytics
Emergency Response and Crisis Management
Excellence in Service

Frontline Services Management
Infection Control
Management of Stakeholders
Patient Education and Engagement
Professional, Legal and Ethical Healthcare Practice
Programme Delivery
Workplace Safety and Health

Generic Skills

Communication
Interpersonal Skills
Problem Solving
Service Orientation
Teamwork