

# POSITION DESCRIPTION

## Position Identification

Position Title	<b>Client Services Officer</b>
Occupant:	Vacant
Reports to:	Client Services Coordinator
Functional Relationships:	Executive Officer, Optometrists and other Client Services Officers.
Employment Period:	37.5 hours per week
Employer:	Guide Dogs NSW/ ACT (via the Centre for Eye Health)
Location:	Kensington, University of New South Wales
Date Position Reviewed:	5th March 2019

## Introduction

The Centre for Eye Health requires the services of a Client Services Officer to provide front desk assistance, excellent customer service and administrative support for their clinic located at the University of New South Wales, Kensington campus. The successful applicant will be a primary point of contact for people to interact with the Centre and, as such, will need a genuine desire to provide high quality customer service to our clients, referring practitioners and other stakeholders. Part of this role will include performing visual field tests on clients. (Full training will be provided).

Applicants will need to enjoy working in a fast paced, dynamic environment, be team oriented, have the ability to adapt to a number of tasks efficiently, have an excellent telephone manner and have a good knowledge of computer applications. Experience in working with a clinic system previously would be advantageous, however full training will be provided to the successful candidate.

## Organisational Context

Officially launched in November 2009, CFEH is a new initiative providing an integrated approach to reducing preventable vision loss from eye disease through early detection. In a world first, the Centre is a referral facility providing an extensive range of state-of-the-art eye imaging and visual assessment services in one location and at no charge to the patient.

Working in partnership with eye-care practitioners, CFEH aims to reduce economic barriers to accessing the best in eye imaging and assessment services, add resource capacity at a time when demand for eye health services is mounting, and complement established referral pathways.

The Centre features a unique complement of more than 20 of the most advanced diagnostic instrumentation and is focused on testing people at risk of eye disease or in the early stages of disease progression. In addition, the Centre is a valuable resource for teaching and research.

CFEH is an initiative of Guide Dogs NSW/ACT and The University of New South Wales (UNSW) and is funded entirely by donations to Guide Dogs NSW/ACT, an organisation that derives minimal funding from government.

## **Objective of the Position**

To provide exceptional front desk, customer service, clinical and administrative services to ensure the professional, customer-focused and efficient operation of the Centre's clinic.

## **Key Areas of Accountability**

- Welcome all visitors and provide car parking vouchers if requested
- Answer all incoming calls promptly and directing them to the appropriate staff members
- Liaise with clients and referring practitioners in a friendly and professional manner at all times
- Update electronic client records accurately and within a timely manner
- Process referrals efficiently
- Contact clients to schedule appointments
- Prepare and send appointment information to clients
- Print and supply copies of reports to the client when requested
- Maintain the client appointment book
- Ensure the reception area is clean and tidy at all times
- Respond to client and referring practitioner phone and email enquiries within a timely manner
- Answer clinic staff and student queries regarding clinic procedures and clients promptly
- Prepare clinic documentation
- Handle all incoming and outgoing correspondence and mail on a daily basis
- Maintain, restock and order stationery regularly

## **Other Duties**

- The Client Services Coordinator may request the Client Services Officer to undertake other duties which are appropriate and relevant to the main objective of the position. These may include teaching and research administration and other research related activities.

## **Expected Outcomes**

1. The provision of an effective, efficient and timely service for CFEH
2. The provision of high quality and timely visual field tests.
3. Maintain a high level of accuracy of client files and information
4. Professional, courteous and confidential handling of clients, requests and other relevant matters
5. Compliance with all CFEH and UNSW policies and procedures



## **Qualifications, Experience and Personal Attributes**

### ***Experience***

- Medical receptionist experience would be desirable

### ***Personal Attributes***

- Professional and able to work as a part of a dynamic team in a fast paced environment
- Excellent communication skills and polite telephone manner
- High quality customer service
- Confident and approachable
- Flexible and adaptable to change
- Attention to detail
- Intermediate level of Microsoft Excel and a very high level of data entry skills

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**Client Services Officer**

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David Murray  
**Executive Officer**