

Job Description and Person Specification for: Customer Service Representative	
Department: Clinical and Rehabilitation Services – London	Reports to: Customer Services Team Leader - London
Grade: A+	Responsible for: Operational reception duties, bookings and associated administration tasks for the operational running of the clinic
<p>Job Purpose/Summary:</p> <p>To act as a first point of contact for patients, staff, external partners, visitors, students and members of the public and to assist them with their enquiries whilst maintaining a high level of customer service at all times. To work as a member of the Clinical and Rehabilitation Services Customer Service Representative team providing administrative support.</p> <p>To be part of the team that enables the smooth operational running of the Clinical and Rehabilitation Services team.</p> <p>To deliver excellent customer service and contribute to improvements in service delivery and efficiency.</p>	
<p>Main Responsibilities/Key Tasks:</p> <p>Reception duties:</p> <ul style="list-style-type: none"> • As part of the Clinical and Rehabilitation Customer Services team, provide day-to-day operations. • To assist in the training of new members of the Clinical and Rehabilitation Services team in the procedures and systems used in the Clinic. • To provide associated reception administration support as required. • To provide reception cover for the Clinical and Rehabilitation Services including greeting and assisting patients, staff, students and other members of the public which may include out of hours cover (evenings and/or weekends). • To be competent in the use of IT systems including patient and student administration systems. • To ensure all clinic appointments are booked and amended in an efficient and effective manner to enable high quality services. • To accurately set up new patients on the system. • To process payments accurately and keep all monies safe and secure. • To answer the telephone following an agreed customer service protocol and deal with voicemail messages and email enquiries promptly and efficiently. • To refer enquiries to clinicians, team leaders and other members of staff as appropriate and to ensure a prompt and accurate response to all enquiries. • To manage day-to-day operational procedures including opening and closing procedures. 	

- To inform patients of and provide them with leaflets and vouchers according to the publicity required to support Clinical and Rehabilitation Services promotions and events.
- To manage and oversee the tidiness and appearance of the Clinical and Rehabilitation Services reception areas including ensuring all notice boards and leaflets are kept fully stocked with up-to-date information.

Booking duties:

- To maintain patient confidentiality at all times in line with the Data Protection Act.
- To be aware of all existing booking procedures and offer suggestions for improving services and processes.
- To assist with booking and diary management queries to include clinical services and clinical placements.
- To ensure all Clinical and Rehabilitation Services appointments are booked and amended in an efficient and effective manner to enable high quality services.
- To set up new patients on the system and allocate as appropriate.
- To refer Clinical and Rehabilitation Services enquiries to the relevant clinicians, leads or manager and other members of staff as appropriate and to ensure a prompt and accurate response to all enquiries.
- To follow day-to-day operational procedures including opening and closing procedures.
- To inform patients of Clinical and Rehabilitation Services promotions and events as required.

General administrative duties:

- To maintain electronic and paper patient records accurately and confidentially.
- To manage the daily scanning associated with electronic patients records if appropriate.
- To manage the archive log for clinical records to ensure data is checked and secure removal when passed retention period.
- To undertake any report printing or banking procedures as necessary.
- To manage and log student absences and sickness reporting and escalate concerns and complaints accordingly (where appropriate).
- To manage, monitor and log the appropriate checks of the defibrillator and First Aid boxes, as well as any other kit or systems in the Clinical and Rehabilitation Services areas.
- To manage, monitor and update any processes such as priority lists, graduated students, stock checks and others
- To raise and accurately process invoices on the booking system as required.
- To maintain patient confidentiality at all times in line with the General Data Protection Regulations.
- To be aware of existing procedures and offer suggestions for improving services and processes.
- To undertake mandatory training as required.
- To receive and process payments as appropriate.
- To operate the payment machines ensuring that all transactions are carried out and comply with PCI DSS (Payment Card Industry Data Security Standard)

Additional Duties		
<ul style="list-style-type: none"> To demonstrate support for the HSU's commitment to equal opportunities and its Dignity, Diversity and Equality Policy. To demonstrate support for HSU's Health and Safety Policy ensuring that it is adhered to in the post holder's areas of responsibility. To undertake other activities identified from time to time commensurate with the level of the post. To work in line with HSU's values. 		
Requirement:	Essential:	Desirable:
Education, Training and Qualifications	<ul style="list-style-type: none"> GCSE Maths and English or equivalent 	
Skills and Knowledge	<ul style="list-style-type: none"> Good customer service skills Excellent interpersonal skills IT literacy and organisational skills Adaptability 	
Experience	<ul style="list-style-type: none"> Previous administration experience Previous reception experience Good telephone manner 	
Personal Attributes	<ul style="list-style-type: none"> Personal resilience 	
Abilities	<ul style="list-style-type: none"> The ability to communicate with staff, students and members of the public at all levels Must be able to prioritise tasks and work under pressure 	
Other Requirements	<ul style="list-style-type: none"> Understanding of the need for patient confidentiality. 	

NB: *The purpose of the job description is to indicate the general level of responsibility of the position. The duties may vary from time to time without changing their general character or level of responsibility.*

HSU is committed to equality of opportunity and welcomes applications from everyone regardless of ethnicity, gender, age, faith or sexual orientation.