LAKE, SMIT PARTNERS Inc.
www.lakesmit.co.za
SPECIALISTS IN DIAGNOSTIC RADIOLOGY

VACANCY: MEDICAL RECEPTIONIST: LIFE WESTVILLE HOSPITAL

Purpose: To provide patients and customers with excellent customer care accurately and efficiently by using the Practice's values, policies, and processes. To provide efficient administrative support to Radiographic staff and Radiologists.

Key Responsibilities:

- **Data Management**: Accurately capture and maintain patient information in our Infinitt system, ensuring attention to detail.
- **Procedure Compliance**: Adhere strictly to protocols for patient terms and conditions, identification verification, and examination documentation.
- **Financial Management**: Accurate management of estimations and payments i.e., cash or card transactions, including daily banking, receipting, and allocation of payments, while maintaining utmost integrity.
- **Operational Support**: Assist with workflow efficiencies, IT issue logging, maintaining, and updating of processes for seamless operations.
- **Team Collaboration**: Foster positive relationships with internal and external stakeholders, providing support and training when required.
- **Confidentiality**: Maintain strict patient privacy and confidentiality, upholding our commitment to ethical practices.
- **Patient Care**: Welcome patients and customers warmly, ensuring they feel acknowledged and valued from the moment they arrive.
- **Telephone Etiquette**: Answer calls promptly and professionally, following standardized scripts and efficiently transferring calls as needed.

Core Competencies:

- Thrives under pressure.
- Strong organizational and planning abilities.
- Exceptional time management skills.
- Customer-focused mindset (both internal and external).
- Adaptable to change.
- Committed to continuous improvement.
- Effective verbal and written communication, including strong telephone etiquette.
- Meticulous attention to detail and adept at following instructions.
- Collaborative team player in demanding environments.
- Skilled problem solver and ability to troubleshoot.
- Willing to go the extra mile when required.
- Takes initiative and assumes responsibility.
- Demonstrates a positive work ethic.
- Familiarity with medical aid authorization processes.

Experience and Qualifications:

- Matriculation with English proficiency.
- Administration certification preferred.
- Proficiency in MS Office (Excel, PowerPoint, Word, and Outlook) required.
- Demonstrated proficiency with 2-4 years of administration or reception experience, ideally within a hospital setting.
- Multilingual proficiency advantageous

Requirements:

- Own transport advantageous
- Rotation across all Lake, Smit & Partners venues.

Internal Interactions

- All Departments, Management and Radiologists.

External Interactions:

- Patients, referring clinicians, hospital staff & service providers.

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Employment Equity:
In line with our Employment Equity plan, preference will be given to suitably qualified candidates from designated groups.

Closing date:
Interested candidates who meet the requirements are invited to apply by forwarding a comprehensive CV to recruitment@lakesmit.co.za by close of business on 20 November 2026.
Please note that if you do not hear from us two weeks after the closing date, kindly consider your application unsuccessful.