

Government of Tuvalu – Job Description



Position Title:	Receptionist (Outpatient)	
Salary Band:	S1-S3	\$10,887 to \$15,447
Ministry and Department:	Ministry of Health	Princess Margret Hospital
Location:	Funafuti	
Reports to:	Health Statistician	

JOB PURPOSE:

To provide front desk reception and administration services.

KEY RESPONSIBILITIES:

1. Provide customer services to the public in a professional manner.
2. Ensure patient bookings for medical purposes are implemented efficiently.
3. Manage data entry effectively and efficiently.
4. Assist in administration services at the medical record unit.

MAIN DUTIES AND OUTCOMES:

- 1.1 Ensuring all patients are served in a professional and courteous manner.
- 1.2 Ensure customer complaints are managed professionally.

- 2.1 Manage the patient booking systems to ensure minimum level of patient frustration.
- 2.2 Manage patients during special outpatient clinic times such as diabetes and cardiovascular clinics.
- 2.3 Process and update patient details and outcomes in the Health Information system (HIS).

- 3.1 Manage and maintain clinical records.
- 3.2 Ensure the clinic room is tidy prior to each clinic session.

- 4.1 Assist the Coding officer with inpatient reports.
- 4.2 Ensure client files and information are dealt in accordance with the current system.

MANDATORY REQUIREMENTS:

Have completed Form 7 Science with 2 years of working experience **OR**

Certificate in Secretarial level with 2 years of working experience in a related field.

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AND

A well-mannered and physically fit individual.
Ability to perform routine manual work.
Good communication skills in both Tuvaluan and English.
Good interpersonal skills.
High level attention to detail and accuracy.
Good command of the MS Office Suite of Programs.
Sound time management skills

IMPORTANT NOTICE

Applicants through their applications MUST:

- (i) Address all the qualification requirements of the job description.
- (ii) Address each of the responsibilities of the job as listed in the job description indicating how best he/she can carry out those responsibilities satisfactorily and at the same time add value to the job.
- (iii) The response in each case in (i) and (ii) must reflect the information in the CV; and the job application check list.