

RECEPTIONIST / CLINICAL APPOINTMENT ADVISOR REQUIRED

About Us

We are a dedicated audiology company committed to providing exceptional hearing care services across our network of clinics. We pride ourselves on delivering high-quality patient support, excellent customer service, and clinical excellence. We are currently seeking a reliable and organised **Receptionist / Clinical Appointment Advisor** to join our growing team at our Head Office.

Job Summary

The Receptionist / Clinical Appointment Advisor is the first point of contact for patients and visitors, ensuring a warm, professional, and efficient front-of-house service. This position combines reception duties with clinical administrative support, playing a key role in managing appointments, patient communication, and hearing aid logistics to ensure the smooth running of our clinics.

Key Responsibilities

Reception & Front-of-House:

- Greet patients and visitors in a welcoming, professional manner.
- Manage incoming phone calls and emails, directing queries appropriately.
- Handle patient check-in and check-out, ensuring accurate information is recorded.
- Provide clear information about clinic services, appointments, and processes.
- Maintain a tidy and professional reception and waiting area.

Clinical Administration & Appointment Management:

- Book and manage clinical appointments across all clinic locations using internal systems.
- Ensure accurate data entry and maintain up-to-date patient records.
- Contact patients to confirm, reschedule, or follow up on appointments.
- Collect and process patient payments, both in person and remotely.

Hearing Aid & Logistics Support:

- Administer and track hearing aid repairs, liaising with manufacturers and clinics.
- Arrange payments and dispatch of hearing aid consumables to patients.
- Organise courier collections and deliveries for all clinic locations.
- Conduct regular stock checks at Head Office and support stock management across external clinics.

General Support:

- Provide administrative support to the clinical and operations teams as required.
- Assist in ensuring clinics operate efficiently and patients receive excellent service.

Requirements

- Previous experience in reception, healthcare administration, or patient services preferred.
- Strong organisational skills with excellent attention to detail.
- Friendly, professional communication skills with a confident phone manner.
- Proficient in Microsoft Office and comfortable using scheduling/CRM systems.
- Ability to multitask, prioritise, and work effectively in a fast-paced environment.
- Reliable, punctual, and able to work independently as well as part of a team.

Benefits

- Competitive salary
- Training and professional development opportunities
- Supportive and collaborative team environment

To Apply

If you feel you have the skills and qualifications we are looking for, please send your CV to melissalong@audiologymedicalservices.ie