Our client is a growing family practice in Lagos that places strong emphasis on the delivery of high quality patient-centered family medicine.

As a result of expansion and strategic initiatives aimed at delivering increased value to patient experience, career opportunities exist for high performing professionals that can contribute in a rapidly growing organization.

**Position: Front Desk & Client Service Officer**

**Location: Lagos**

**The Role**

The selected candidate will act as the first port of call for receiving clients, parcels and incoming calls. She will provide assistance in office management with the responsibilities of reception, secretarial duties and administrative support to enhance daily clinical operations. She will work collaboratively with the rest of the practice team to deliver high quality patient-centered care within the boundaries of her role to meet the needs of patients.

**Key Roles and Responsibilities**

* Receive patients and clients politely and direct to the appropriate department(s)
* Responsible for all the activities regarding patients’ visit; patient's appointment, retrieval of existing patient's details, registration of new patients and data management
* Receive and route incoming and outgoing mails and courier packages as appropriate in a timely manner
* Liaise with colleagues in other departments such as the laboratory, pharmacist and radiologist for accurate billing process
* Send and respond to emails from clients
* Create codes for blood samples
* Attend to the administrative needs of the clients and ensure coherence in the flow of their experience in the clinic
* Registration of issued drugs into the system
* Preparation of clients' monthly invoice and monthly report
* Ensure all electrical appliances are switched off and all doors are properly locked once the clinic is closed for the day
* Ensure the reception area portrays the clinic's quality standard and professional image at all times.

**Required Skills and Competencies**

* Good writing and verbal communication skills
* Positive, enthusiastic and friendly disposition
* Ability to multitask with good attention to details
* Should be conversant with Microsoft Excel and Word
* Professional and pleasant telephone etiquette
* Exceptional client interaction and relationship management skills
* Strong interpersonal and organizational skills
* Accurate data management skills
* High level of integrity
* Must be able to demonstrate good stress management
* Must be able to coordinate and schedule appointments using scheduling programs
* Must be able to organize and create a schedule with the customer service team

**Qualification and Experience**

* A Bachelor’s Degree in a relevant field
* Minimum of 3 - 6 years’ experience in Front Desk, Secretarial or administrative functions

**Method of Application**

**PLEASE INDICATE YOUR FULL NAME AND JOB TITLE AS THE SUBJECT OF YOUR EMAIL.**

**Interested candidates should send their CV and cover letter to:** [**recruitment@anadach.com**](mailto:recruitment@anadach.com)

**Please Note**: Only short listed applicants will be contacted.