
Position Description

Vacancy Title: **Receptionist**

Location: **Suva, Fiji**

Reports To: **None**

Objective

The Receptionist is the first point of contact for clients, visitors, and stakeholders of Verve Physios. The role is responsible for managing front desk operations, coordinating appointments, providing outstanding customer service, and supporting administrative functions to ensure the smooth and professional operation of the clinic. The Receptionist plays a key role in creating a positive client experience while maintaining efficient communication and administrative processes across the practice.

Outcomes

Organisational Stakeholders

1. Team Contribution and Continuous Improvement

- Effective working relationships were maintained with all team members.
 - Assistance was provided proactively during busy operational periods.
 - Opportunities to improve administrative processes and client services were identified and communicated.
 - Organisational policies, procedures, and service standards were consistently followed.
 - Contributions were made toward achieving clinic goals and enhancing operational efficiency.
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2. Front Desk and Reception Services

- Clients, visitors, and stakeholders were welcomed professionally and courteously at all times.
 - Reception and waiting areas were maintained in a clean, safe, and presentable condition.
 - Incoming telephone calls were answered promptly and redirected accurately to the appropriate staff member.
 - Messages were recorded accurately and relayed in a timely manner.
 - Client enquiries were handled professionally and resolved efficiently or escalated where necessary.
 - Visitor access and clinic protocols were managed in accordance with organisational requirements.
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3. Appointment and Client Administration

- Appointments were scheduled, confirmed, amended, and cancelled accurately using the clinic management system.
 - Client records were maintained accurately, securely, and in compliance with confidentiality requirements.
 - Appointment reminders were provided to clients in a timely manner, contributing to reduced non-attendance rates.
 - New client registrations and documentation were completed efficiently and accurately.
 - Client information was updated promptly to ensure data integrity and service continuity.
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4. Customer Service Excellence

- Professional, friendly, and responsive customer service was consistently delivered to all clients.
 - Client concerns and enquiries were addressed promptly and effectively.
 - Positive relationships were maintained with clients, visitors, referrers, and service providers.
 - Client feedback was received courteously and communicated to relevant staff for follow-up where required.
 - A positive and supportive client experience was promoted throughout all interactions.
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5. Administrative Support

- Administrative documents, correspondence, and reports were prepared accurately and within required timeframes.
 - Emails, incoming mail, and courier deliveries were managed efficiently.
 - Filing systems, databases, and records were maintained in an organised and accessible manner.
 - Office supplies and reception resources were monitored and replenished as required.
 - Assistance was provided to clinicians and management with administrative tasks as requested.
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6. Financial and Billing Support

- Client payments were processed accurately and receipts issued promptly.
- Billing, invoicing, and petty cash transactions were completed in accordance with established procedures.
- Payment discrepancies were identified and reported promptly.
- Financial records relating to reception activities were maintained accurately and securely.
- Clients were provided with clear information regarding fees, appointments, and payment processes.

Responsibilities - Key Competencies

Competence	Description
Business	
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
Communication	Exchange information through verbal communication
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
People	
Self-Management	Manage your priorities and objectives efficiently and effectively
Professional	
Compliance	Comply with relevant laws and the policies and procedures of the organisation.
Technology Application	Apply technology.

Qualifications

Qualification	Discipline	Notes
Preferred		
Certificate	Business Administration	

Work Knowledge and Experience

Completion of secondary education.

Certificate in Business Administration, Front Office Administration, Customer Service, or a related field.

Minimum one (1) year experience in a receptionist, front office, customer service, or administrative role.

Experience managing appointments and customer enquiries.

Proficiency in Microsoft Office applications, including Word, Excel, Outlook, and Teams.

Strong data entry and record management skills.

Experience using practice management or appointment booking systems.

Requirements

Other Required Statements

No other required statements found.

Interactions

Type	Interaction	Comments
Internal		
	Management	
External		
	Clients	
	Management Team	

Attributes

Behavioural Styles

Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Reliable	Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.

Interpersonal Styles

Extrovert	Outgoing and showing interest in events going on around them, particularly people, new experiences and changing situations.
Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
Realistic	Shows concern for facts and reality, rejecting the impractical.

Thinking Styles

Analytic	Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
Flexible/Adaptable	Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions.
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

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Contact for Enquiries

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Further Contact Information: --

Closing Date: 07 Nov 2026