Resmed PEI Receptionist / Admin Support

The Role:
The successful candidate will work as part of the Resmed PEI Patient Support Team at our Ballymount Clinic and Head Office, providing excellent reception and administration to our patients and visitors.

With over 22,000 patients on our Managed Care Service using Resmed CPAP devices in their own homes and growing, this is a fast paced medical and patient focused customer care and administration environment.

Not only is admin an important factor in how people access care, but it can also influence how they feel about their care and even affect care outcomes. Resmed PEI consider five interlinked categories that illustrate the range of impact admin experiences can have on patients: patient safety and clinical outcomes; time and money; emotional wellbeing; trust and satisfaction with the Resmed PEI service; and their understanding of, and involvement in their health care.

Admin errors or shortcomings can have significant consequences for patient health outcomes. Poor admin can change how people feel about health services, which has implications for how they interact with Resmed PEI, leading to delays in treatment and, potentially having an impact on their health outcomes. Resmed PEI aim to enhance people's confidence in the quality – including the clinical quality – of its services.

Resmed PEI aim to develop capabilities to tailor communication to users' needs, and allow two-way flows of information, supporting patients to feel more engaged and empowered – and reduce the time patients spend trying to find out about their care.

High-quality admin has the potential to improve patient experience, promote better care and contribute to a better working environment for staff.

The Person:
You are someone with an ability to get things done who is looking to join a leading Medical Company and a Great Place to Work. Your positive energy, motivation and enthusiasm allow you to excel in both a team and individual environment. You have excellent people skills, administration, time management, prioritisation and organisational skills. You are self-motivated and constantly seeking smarter ways of working.

PEI is committed to delivering a first-class service. The customer and patient are at the centre of everything the company does. This focus together with detailed product expertise ensures the provision of unrivalled customer care and excellent on-going product support, which have become synonymous with the PEI/Resmed brand.

The Company:
Named a "Great Place to Work", PEI is a leading medical and surgical sales, marketing and distribution company. PEI's product portfolio includes major brands from world class manufacturers such as DePuy/Johnson & Johnson, Ansell, Medtronic, Align and Resmed.

PEI is committed to delivering a first-class service. The customer is at the centre of everything the company does. This focus together with its detailed product expertise ensures the provision of unrivalled customer care and excellent on-going product support, which have become synonymous with the PEI/Resmed brand.

PEI entered the Sleep and Respiratory Medicine market in 2005 when it joined forces with Resmed, one of the world's major players in the industry and together the two companies bring a wealth of knowledge and experience to the sector.

Roles & Responsibilities:

Primary Responsibilities

- Front of house and first point of contact for patients attending our Ballymount clinics
- Welcoming patients and checking them in for their clinic appointments
- Dealing with ad hoc patient queries & liaising with relevant departments re same
- Product order placement & processing Realex payment transactions for patients
- Processing orders for Annual Consumable Packs daily
- Managing outgoing post daily for the Customer Care & Nurse Teams
- Shared inbox management & task delegation
- Creating tasks for downloads for OPD Review clinics nationwide
- Patient data management; Inputting & updating patient records in Therefore, MPS and SAP CRM databases
- Creating patient appointments at our nationwide clinics
- Assist patients and troubleshoot MPS patient app issues
- Provide support to Resmed/PEI Customer Care, Diagnostics & Clinical teams
- Accurate, efficient and timely data entry and sales admin
- Working to daily KPIs and month end deadlines and providing reports on same
- Reviewing existing work processes (SOP's) and implementing changes where deemed necessary
- Create greater efficiencies with current workflow practices

Other Duties

- Delivery of first-class support and service in line with expected standards from PEI
- Managing incoming post –holding for different departments to collect
- General reception duties for PEI visitors
- Managing stock levels of our frequently used letters and brochures
- Provide comprehensive solutions to queries
- Take an active part, where possible and appropriate, in PEI initiatives
- Ad hoc duties as required

Basic Requirements:

- Minimum 1 year reception experience in a fast-paced administrative environment, able to adapt to most situations
- A self-starter that demonstrates initiative and knows how to prioritise their work
- Proven attention to detail and follow through
- Excellent interpersonal skills and telephone manner
- Proven attention to detail and follow through
- An attitude of teamwork
- Time management and organisational skills
- Computer literate in Microsoft office
- Open and receptive communication skills
- Outgoing and positive attitude to customers and colleagues
- Discretion and confidentiality

PEI Compensation Package:

An attractive package is available to the right candidate