



Unit 6 Pastorie Park  
17 Reitz Street  
Somerset West  
7130  
hr@spesprac.co.za  
021 827 1434

## **Medical Receptionist (Permanent Position)**

Northern Suburbs, Cape Town Monday – Friday | 08:00 – 17:00

A well-established medical practice in the Northern Suburbs of Cape Town is seeking an experienced and compassionate Medical Receptionist to join their team on a permanent basis.

This position requires a highly organised, professional individual who thrives in a fast-paced healthcare environment and is able to engage with patients with empathy and patience. The practice works closely with patients who have undergone amputations as well as oncology patients, so emotional intelligence and compassion are essential.

### **Key Requirements**

- Minimum Matric qualification
- Minimum 5 years' experience as a Medical Receptionist
- Valid driver's licence and own reliable transport (essential – may be required to travel between two practices)
- Fluent in Afrikaans and English
- Strong administrative and organisational skills
- Proficiency in Microsoft Word, Excel and general computer literacy
- Understanding of medical aids, medical terminology, NAPPI, tariff and ICD-10 coding
- Experience in capturing and submitting medical claims
- Experience with Elixir Live billing system (advantageous)
- Previous Orthopaedic experience (advantageous)

### **Personal Attributes**

- Professional, well-spoken and well-presented
- Calm demeanour with the ability to work under pressure
- Extremely neat, organised and detail-oriented
- Hard-working, hands-on and accountable
- Strong time management and multitasking ability
- Eager learner and forward thinker
- Enthusiastic, punctual and reliable
- Tactful when handling difficult or demanding situations
- Able to work well within a team environment



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### **Key Responsibilities**

- Welcoming and assisting patients in a friendly and professional manner (in person and telephonically)
- Scheduling and managing diaries across two practices for two practitioners
- Managing patient accounts, receipting payments (cash and credit card), and allocating payments accurately
- Following up on outstanding accounts and pre-authorisations
- Capturing and submitting medical claims
- Compiling quotations and assisting with medical aid pre-authorisations
- Liaising with suppliers, hospitals and doctors when required
- Maintaining inventory and ordering stock
- Updating and loading patient information accurately onto the billing/accounting system
- Managing online, email and telephonic queries
- General administration duties, including filing and monthly supplier invoice reconciliation
- Maintaining a clean and organised workspace

This role is ideal for a dedicated professional who is passionate about patient care and takes pride in maintaining high administrative standards within a medical environment.

### **To Apply**

Please email your CV and a short motivation letter to: **jobs@spesprac.co.za**

\*Only shortlisted candidates will be contacted.