



Position Description

Position title	Customer Service Officer
Department / Division	Dentistry/ Division of Surgery
Classification	Grade 2 Level 1- Grade 2 Level 5 (A021 – A025)
Position reports to	Clinic Manager
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category B - works in a patient facing setting but rarely or unlikely to have contact with blood or body fluids (or aerosols without PPE)

The Royal Children's Hospital

The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.

RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.

RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria. Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.

We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards <https://www.rch.org.au/quality/child-safety/>.

RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.

Further information on RCH is available at www.rch.org.au

ROLE PURPOSE

This position acts as the first point of contact for patients, visitors, and internal stakeholders, providing high quality customer service and administrative support to the Dentistry Department. The role undertakes a broad range of clerical and administrative duties, working collaboratively with the dental team to support efficient service delivery and ensure safe, high quality patient care.

KEY ACCOUNTABILITIES

Administration

- Responsible for all scheduling requirements in line with documented booking rules and clinic rosters.
- Responsible for ensuring patient course of care and check is documented in dentistry software
- Patient ID check completed in dentistry software
- Monitor electronic record for new patient referrals and appointment work queues ensuring bookings are prioritised and booked within required timeframes
- Update and replace expired referrals in dentistry software
- Processing payments for patient's where fees apply
- Generating invoices when fees apply
- Review, respond and action emails from clinicians/ staff
- Contact clinicians when necessary
- Complete all relevant dentistry system scanning

Customer service

- Provide a high level of patient focused interaction, representing the Dental Department as the first point of contact, and displaying a courteous and professional manner in all circumstances.
- Ensure excellence in customer service at all times
- Complete patient check -in
- Check and update patient details
- Emergency patient registration: Manage 'walk in/ drop in' referrals and emergencies
- Book clinic appointments in line with documented booking rules and clinic templates

Quality

- Maintain quality standards through active participation in regular audits, quality checks and listen to feedback
- Follow procedures for clinicians safety and own personal safety whilst at Reception (Alarms & Codes)
- Actively contribute to continuous improvement strategies
- Ensure compliance with confidentiality and privacy obligations and other legislative requirements as appropriate
- Participate in activities including performance reviews and development plans, training and team activities as scheduled
- Attend and actively participate in scheduled meetings and professional development sessions;
- Assist in the induction and training of new staff in according to the documented procedures and work practices
- Comply with the Australian Dental Association national accreditation standards for patient record keeping;
- Other duties as directed consistent with the employee's skill level and classification
- Ensure reception and waiting area is kept clean and tidy

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualification Cert III in Dental Assisting, experience working within the Dental Industry.
- Previous reception experience.

Desirable:

- Experience using Office 365

KEY SELECTION CRITERIA

- Excellent customer service skills, with the ability to build and manage key relationships across the organisation, ensuring a consistency high level of service to families within the Dental Department.
- Apply effective verbal and written communication and interpersonal skills.
- Ability to handle confidential and sensitive information with discretion;
- Ability to trouble shoot and resolve issues in a collaboratively within a team environment.
- Able to exercise good time management skills and prioritisation between completing tasks.
- Ability to understand how departmental processes fit within and affect organisational processes, to ensure the delivery of an effective and efficient service.

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

Position description last updated	January 2026
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