

JOB PROFILE

Title : Data Capturer

Purpose : Data capturing, clerical and telephone work within lab reception

Position Requirements

- Good general standard of education (Grade 12)
- Experience of clerical/ reception work
- Strong typing skills and familiar with basic PC Operation.
- Excellent written and verbal communication skills

Responsibilities

1. To enter patient details and coded test information into laboratory (LIS) system in an accurate and expeditious manner.
2. To be familiar with the laboratory computer systems, including confident use of the test/ client libraries, Skylims system and referral work/ send away work.
3. To be aware of invoicing/ billing rules that applies to certain clients and source codes.
4. General scanning, filing and archiving of request forms and other hard copy data.
5. To be familiar with the telephone system (e.g. placing calls on hold/ transferring calls). Noting down of messages and alerting driver's on where to collect samples.
6. To maintain your own knowledge and skills to perform the job as detailed in this job description. Including actively updating your training record and reading the SOP's provided.
7. To maintain a level of service and professionalism as expected, by the company, of the jobholder. Ensuring that all procedures are documented and updated as required.
8. To handle queries relating to data entry in a timely and professional manner.
9. To send out reports to Dr's either by hard copy or email (not telephonically).
10. Perform wiping down/ cleaning work station on a daily basis.
11. To report any errors or delays in the receiving area that might cause delay in patient results.

General Duties

To become familiar with the day to day organisation of the receiving department as it affects your work. To attend laboratory meetings as required.

To communicate in a friendly, helpful and non-prejudicial manner in your dealings with staff, clients and / or customers as you will be regarded as a representative of the company, and you should behave accordingly. Matters regarding patients are confidential and must not be discussed except in the course of your duties. You will be expected to sign an undertaking to observe all patient and company confidentiality.

To be aware of and abide by the rules and codes of the company. This is particularly important in the case of Health and Safety and Fire procedures. To behave in a professional manner and cooperate with all other members of staff at all times. To be able to meet targets and deadlines, able to learn and assimilate new information.

To maintain high standard of work within your department.

The job description is subject to amendments in response to the changing needs of the department and company requirements.

Employee Nazpho

Signature [Signature]

Date 06/03/2017