

Central Appointments Administrator

Cognate Health Ltd. is a premier nationwide provider of Occupational Health and Wellness Solutions. Our Network extends throughout Ireland and we provide Occupational Health Services to clients across a broad range of sectors. We are currently recruiting for full time role as a Central Administrator to be part of our busy central appointments team.

Main job duties:

- Provide administrative support to the national network of OH Physicians in terms of appointments and reports
- Responsible for appointments set up and follow up as needed for all network OH clinics
- Make the necessary documents available to patients upon their visit to the OH Physician
- Always maintain and update relevant databases to track appointments and follow up as needed
- Compile reports within agreed turnaround time for each clinic for Cognate Health Ltd. network activity and follow up on reports as necessary
- Compile reports on client company activity as agreed with the individual client company
- Work with our OH Partners externally to ensure we are meeting clients' needs, providing information as necessary
- Check and respond to all e-mails within agreed timeframe
- Provide administrative support to Cognate Health Ltd's clinical staff
- Manage reception area when necessary
- Answer phone calls and close out queries/questions/actions as efficiently and effectively as possible

Skills and Qualifications:

- At least 4 years in a similar role, medical administration experience an advantage
- Highly organised with an ability to multitask and prioritise tasks
- Ability to identify and solve problems in a timely manner; gathering and analysing information skilfully, developing alternate solutions
- Good communication skills at all levels of the business
- Conducts self with professionalism and in a tactful manner, treating others with respect and consideration
- A team player willing to support colleagues to ensure the highest standards of customer service delivery
- Strong customer service orientation, responding quickly and appropriately to customer needs
- May require other duties as assigned.
- A high level of expertise in MS office (Word, Excel and Outlook) is required for this role
- Good attention to detail and able to work in a busy environment.