



Admissions Clerk

ANZSCO 542112

Description
Records and processes information required for the admission and discharge of hospital patients and responds to telephone inquiries.
Typical work tasks (may include any combination of the following)
Greets and welcomes patients, and directs them to the appropriate person; arranges and records details of admissions; answers, connects and transfers telephone calls; receives and resolves complaints from patients and the public; may perform other clerical tasks such as word processing, data entry, filing, mail despatch and photocopying.
Typical work environment
<ul style="list-style-type: none">• Works indoors in office environment associated with hospitals and other residential health care facilities.• Works predominantly at reception and office desks and computer workstations.• Generally works in adequately heated and ventilated spaces.
Typical physical and mental demands
<ul style="list-style-type: none">• Sedentary• Frequently stands and/or sits at a workstation to carry out a variety of both manual and computerised data entry and word-processing tasks and general office duties.• May occasionally walk about the premises.• Stretching, twisting, climbing, lifting or carrying is not significant component of the job.• Bending, squatting or crouching movements should be unnecessary.• Repetitive arm hand and finger movements are constant for data-entry and word-processing tasks.• Use of hand-held objects such as pens, calculators and staplers, as well as telephones will be frequent. Employees will also need to operate printers, copiers and a range of other office equipment and refill paper trays and ink supplies.• Mental skills necessary include a sound level of recording, calculating, organisation and communication skills.
Further comments
<ul style="list-style-type: none">• There are opportunities for flexibility of movement.
Key entry requirements (skill level, qualifications, licenses)
A New Zealand Register Level 2 or 3 qualification (ANZSCO Skill Level 4) or at least one year of relevant experience. In some instances particular experience and/or on-the-job training may be required. For entry-level positions on-the-job training is sufficient.

This document is based on ANZSCO 2013. Other sources of information that may have been consulted are industry contacts, employers, newspapers and internet-based sources. For physical demand level definitions see Matheson, L.N. (2003). Functional Capacity Evaluation.