

# Job Framework

## Receptionist and Cashier

The **Receptionist and Cashier** is responsible for providing general day-to-day admin and reception support to the clinic, including ensuring positive customer experiences, accurate record management and assisting the Centre Manager with clinic administration responsibilities. This role requires strong team work and also plays an important part in ensuring the success of the clinic.

Job Title:	Location:	Reporting to:	Probationary Period:
Receptionist/Cashier	MSIC's Clinic Takhmao	Centre Manager	3 months

Marie Stopes International is a global organisation providing personalised contraception and safe abortion services to women and girls. Our local teams of professionals are passionate about the work they do in communities across 37 countries. The services they provide give a woman the power to choose when she has children so that she's free pursue her plans and dreams for herself and her family. Marie Stopes International Cambodia (Marie Stopes) was established in 1998 and operates seven reproductive health clinics, social marketing program, clinical outreach services, and provides technical support to numerous public and private partners. In 2015, Marie Stopes provided services to over 80,000 women and men in Cambodia. The primary responsibility of this role is to further **Marie Stopes' Vision: A world in which every birth is wanted** and its **Mission** of ensuring the individual's right to: **Children by choice, not chance.**

It is a role requirement that the job holder must fully comply with, promote and live **Marie Stopes' Core Values:**

Mission Driven	Client Centred	Accountable	Courageous
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Key Responsibilities	Measures
<p><b>Client Reception and Clinic Administration:</b></p> <ul style="list-style-type: none"> <li>Welcome clients to the clinic in a non-judgmental and friendly way.</li> <li>Provide quality services to clients at all times in a professional manner, with respect, patience and kindness.</li> <li>Answer the phone promptly within 3 rings, politely stating organisation name and asking how you can help.</li> <li>Ensure the waiting area is clean and in order.</li> <li>Responsible for operation of TV and DVD machine ensuring it is clean, working and that it is on for client entertainment at an acceptable noise level.</li> <li>Ensure magazines are in good order and not torn. Ensure newspapers are no older than one week.</li> <li>Ensure all equipment is handled correctly and report the line manager once if any maintain is needed. (all office equipment for receptionist/cashier only)</li> <li>Facilitate visitors to the clinic as per Centre Managers instructions.</li> <li>Promptly distribute mail and documents to staff.</li> <li>Assist guard to ensure the clients do not obstruct the entrance to the clinic with their motors or cars.</li> <li>Ensure client's shoes do not obstruct the entrance.</li> </ul>	<ul style="list-style-type: none"> <li>All clients and visitors are treated professionally at all times</li> <li>Positive feedback from clients</li> <li>Phone is answered within 3 rings</li> <li>Reception area and waiting area are always clean and neat</li> <li>Entrance is unobstructed at all times</li> </ul>
<p><b>Client Registration:</b></p> <ul style="list-style-type: none"> <li>Daily data entry of client visit information accurately entered into the CLIC system.</li> <li>Produce end of shift reconciliation report of the data from the CLIC system.</li> <li>Extract weekly data reports from CLIC system and submit them to Head Office (CLIC's Data warehouse).</li> <li>Extract relevant reports from CLIC and submit to Center Manager as requested.</li> <li>Check each client's prescription and compare with the records in CLIC to ensure the accuracy of the prescription provided.</li> </ul>	<ul style="list-style-type: none"> <li>All data on client daily visits is recorded accurately and on time</li> <li>End of shift reconciliation is completed daily</li> <li>Data reports submitted to head office weekly</li> </ul>

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<b>Cash Recording:</b>	
<ul style="list-style-type: none"> <li>• Manage and reconcile petty cash to ensure there is enough cash on site for miscellaneous expenses that occur in clinic.</li> <li>• Ensure all cash is kept in a locked box in the safe, which is locked at all times. Ensure the cash is deposited regularly into the bank.</li> <li>• Issue official receipts for all service payments.</li> <li>• Accurately record and count services income daily and report the total to Centre Manager.</li> <li>• Summit expenses and income report to the Finance Department at Head Office monthly.</li> </ul>	<ul style="list-style-type: none"> <li>• Petty cash is available and reconciled accurately</li> <li>• Cash is locked in safe and deposited regularly in the bank</li> <li>• Official receipt issued for every client services payment</li> <li>• All cash and other payments are accurately counted and recorded/reported on time</li> <li>• Services income report produced daily</li> <li>• Expenses and income report submitted monthly</li> </ul>
<b>Leadership:</b>	
<ul style="list-style-type: none"> <li>• Work with the Clinic team to contribute to the success of the Clinic, following the Clinic operating procedures manual.</li> <li>• Ensure strong team work and willingness to assist clinic team members in any task, even if not specifically written in this framework.</li> <li>• Promote Marie Stopes in a positive way to external parties in the community.</li> <li>• Attend all Clinical and non-Clinical trainings for personal development.</li> <li>• Work by example and promote “One-Team, One Spirit” approach.</li> <li>• Uphold all Marie Stopes policies including Anti-Fraud and Bribery and Child Protection.</li> <li>• Uphold all Marie Stopes core values and lead by example.</li> </ul>	<ul style="list-style-type: none"> <li>• Motivated centre</li> <li>• Positive stakeholder relationships</li> <li>• Compliance with operations manual</li> </ul>
<b>Other duties</b>	
<ul style="list-style-type: none"> <li>• Provide vocal local support to clients as needed.</li> <li>• Assist Infection Prevention Assistant to ensure equipment is appropriately sterilized.</li> <li>• Perform other duties as requested by the Centre Manager.</li> <li>• Assist in ironing and linen when needed</li> <li>• Assist the clinic team for conducting demand creation activities</li> </ul>	<ul style="list-style-type: none"> <li>• Provide local vocal as guided by MSI protocol</li> </ul>

### Skills and Experience

#### Qualifications:

- A Bachelor in a relevant field

#### Experience:

##### Essential

- At least 2 years' experience in a reception/admin role

#### Skills:

- Demonstrated understanding of managing day to day administration activities and IT literate
- Approachable with strong interpersonal & listening skills
- English (written and spoken) is desirable
- Highly developed communication skills
- Honesty and excellent interpersonal and team work skills
- Willing to work under flexible working hours

#### Attitude / Motivation:

- Strong supporter of sexual reproductive health rights for all men/women, including abortion services.
- Results focused - goes above and beyond
- Self-motivated/Self Starter
- Team Player
- The highest levels of integrity, strong ethical sense