

CLIENT OFFICER WILGERS DEPOT



DO YOU MAKE PATIENT CARE A PRIORITY? WE DO. IF YOU DO, JOIN OUR TEAM TODAY!

PathCare is a partnership of pathologists in private practice across South Africa that has been assisting doctors and healthcare professionals determine and confirm diagnoses since 1922. We are registered with the HPCSA (Health Professions Council of South Africa) and all our laboratories are SANAS accredited.

An opportunity exists for a Client Officer (I) to join the PathCare family at our Wilgers Depot in Pretoria. We seek an individual with a high level of ethics and integrity who display a proven track record of aligning with the PathCare values.

Key competency Requirements and Experience

- Grade 12 (Matric)
- Must have a valid driver's license and own vehicle.
- Appropriate Tertiary Qualification which includes laboratory assistant certificate, Medical Technology (Medical Technician), Nursing (Phlebotomy Technician) with at least 2 years' experience
- Current registration with the HPCSA or SANC
- Must have customer service and administrative experience.
- Must have 2 years' relevant pathology experience.
- Computer literate.
- Client-focused with excellent attention to detail
- Ability to problem-solve and multi-task.
- Current Phlebotomy experience will be advantageous.
- A marketing or equally relevant qualification is advantageous.
- Above average interpersonal relations and customer relations
- Above average communication and listening skills.
- Client-focused with excellent attention to detail
- Planning and project management skills
- A positive attitude & flexible workstyle
- Effective communication and interpersonal skills while demonstrating the ability to listen.
- A strong sense of devotion to quality
- Must be prepared to work shifts, weekends & public holidays if required.
- Must have an acceptable track record/performance record with regard to the behavioural competencies required to perform in this position.
- Advanced report writing skills.
- Display initiative.
- Must be fluent in English

Key Responsibilities

- Provide a one stop service to critical supporting doctors in the hospital.
- Accompany Drs on ward rounds as requested.
- Develop and maintain customer and supporter relationships.
- Assist with patient result queries, report processing and ward rounds to detect/identify problems related to PathCare service.
- Real time problem solving i.e. assisting doctor with after request information/sourcing of tests which include booking frozen sections/bone marrows.
- Escalate queries to the appropriate pathologist.

CLOSING DATE: Wednesday, 17 July 2024

Join the PathCare team and enjoy partnering with thought-leaders and experts in the pathology and diagnostics field while impacting on the lives of patients. **Your contribution to the company will be rewarded with a market-related remuneration package which includes a retirement fund contribution and risk benefits (Group Life & Disability Cover), a health care allowance, discounted pathology tests and payment of HPCSA annual registration.** Through our partnership with The PathCare Academy, we emphasise our commitment to lifelong learning and development of our talent.

Applicants who meet the criteria and are interested in joining our dynamic team are required to complete the attached application form and submit this together with a CV to amrite.erlank@vpath.org

Please indicate the position you are applying for – POST NUMBER 2824 and include a comprehensive CV and cover letter detailing the level and extent of your knowledge, skills and competencies required for this position.

Please note: by applying for this position, your application will be subject to verification checks of your driver's licence, ID document, qualifications/proof of registration, credit and criminal checks if required. Candidates must be willing to participate in a rigorous evaluation process.



APPLICATION FOR EMPLOYMENT

Surname	
First Names	
Title (e.g. Mr, Dr)	
Nickname	
Residential Address	
PO Box/Private Bag/Work addresses are not allowed	
Postal Code	
Phone No. - Home	()
- Work	()
- Cell	
Private Email Address	
Postal Address (if different to residential)	
Postal Code	
Identity Number	
Passport Number	
Tax Number	
Are you registered with SARS as a taxpayer	Yes <input type="checkbox"/> No <input type="checkbox"/>
Do you have employment in addition to Pathcare	Yes <input type="checkbox"/> No <input type="checkbox"/>
Marital Status (for SARS)	Single <input type="checkbox"/> Married <input type="checkbox"/> Community Property <input type="checkbox"/>
Next Of Kin Full Names	In <input type="checkbox"/> Out <input type="checkbox"/>
Relation to you (eg. wife)	
Address	
Postal Code	
Two Contact Numbers	

Position Applied For
Location Of Position

SCHOOLING RECORD	
Highest Grade Passed	
Year Obtained	
Name Of School / Institution	

TERTIARY QUALIFICATIONS		
Degree/Diploma	Institution	Year

CURRENT / LATEST EMPLOYMENT RECORD	
Company Name	
Position Held	
Period Employed	to
Final Salary	
Reason For Leaving	
May we contact them?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Manager Name	
Phone Number	()

Employment Equity Required for statistical purposes	Gender	Male <input type="checkbox"/>	Female <input type="checkbox"/>
Mark relevant with X	Race	African <input type="checkbox"/>	Coloured <input type="checkbox"/>
		White <input type="checkbox"/>	Indian <input type="checkbox"/>
Nature Of Disability:	Disability	No <input type="checkbox"/>	Yes <input type="checkbox"/>

PREVIOUS EMPLOYMENT RECORD	
1. Company Name	
Position Held	
Period Employed	to
Reason Left	
Manager's Name	
Phone Number	()
2. Company Name	
Position Held	
Period Employed	to
Reason Left	
Manager's Name	
Phone Number	()

Professional Registration For Current Year (please mark with X)	HPCSA <input type="checkbox"/>	Nursing <input type="checkbox"/>	
Registration Number	Other <input type="checkbox"/>	None <input type="checkbox"/>	
Are you paid up for year?	No <input type="checkbox"/>	Yes <input type="checkbox"/>	Please attach receipt

Have you had prior PathCare Employment?	No <input type="checkbox"/>	Yes <input type="checkbox"/>
	If yes, state Job Title	
	If yes, state Location	

I certify that all information given by me is, to the best of my knowledge is true and correct. I understand that any false statements could result in the termination of my contract. I hereby authorise PathCare to carry out a credit and criminal record check if it is a requirement for the position as well contact the previous employers and references. I have indicated on this form or other related documents such as my CV, etc. I hereby authorise and give consent to the Company and/or its duly authorised verification agent to process the personal information provided herein in terms of the Protection of Personal Information Act ("POPIA") for the purposes of performing the necessary background and credit checks as well as confirming employment history. I authorise the Company to further process the personal information provided herein should it proceed to employ me. I understand and agree that the Company will automatically destroy information provided herein should your application not be successful within a period of 3 (three) months.

Date _____ Signature Of Applicant _____