



### **Wanted: Reception/Administration Officer for our Allied Health Clinic**

Body@Boronia are on the look out for a new team member.

We have a rare opening for a new role in Reception/Administration Officer within an Allied Health Clinic. We are a very busy clinic comprising of Osteopaths, Myotherapists, Podiatrists and Exercise Physiologists. We have the support of an awesome small team of 2 casual reception staff and 1 part time Reception Manager.

This new role will be not only managing and improving the day to day processes of Administration, but to also assist the Director and Clinicians. We are looking for a fresh set of eyes with experience and an easy going nature to join our very busy clinic.

If you enjoy a great nurturing team environment, and are up for a challenge, this role maybe for you. It will be a Part-Time role of approx. 20-27 hours a week, superannuation, and over-time penalties apply.

The part time hours will be spread over 3-5 days with the ability to cover holidays, long service leave and sick days if needed.

The key role and responsibilities are listed below.

#### **KEY RESPONSIBILITIES**

- Managing and ongoing training of the reception/ admin team
- Welcome clients, collect and enter client information, and respond to enquiries into the business via phone, email and in person.
- Ensure all incoming enquiries are attended to in a prompt and courteous manner.
- Provide information to clients presenting to Body@Boronia, ensuring that all enquiries are dealt with in a sensitive and confidential manner
- Diary management and processing payments for clinicians, including occasional debt collection
- Communicate with third party collection agencies, and have a firm understanding of the third party processors.
- Collaborate with and support the Body@Boronia staff members
- Supporting clinicians with clinical admin including scanning, printing, and sending letters/faxes to GP's and other third parties.
- Basic office maintenance - Covid-19 compliance, stock ordering, and general presentation of office spaces
- Supporting the director with day to day running of the business
- Point of contact for Body@Boronia staff and clinicians with basic IT and other technology/ software issues
- Assist in the induction of all new clinical staff with regards to administrative processes.
- Manage and have a strong knowledge of all IT equipment within the business.
- Manage stocks of consumables and office supplies
- Updating information within the Website and Intranet via WordPress software
- Digital newsletter creation and email distribution using Mailchimp,
- Assist in the set up and pack up of the centre ensuring the rooms are left in a clean and tidy state at the end of each day.



- Assist the Director and Clinicians to identify, establish, improve and maintain administrative processes.
- Help and support the business' social media presence and public communications
- Operation, maintenance and security of record keeping systems and software.
- Assist in administrative functions for meetings and events, including catering.
- Participate in relevant training and development activities as an effective team member.
- Other duties consistent with the position where required and/or requested by management

## **KEY SELECTION CRITERIA**

### **Essential**

- Meticulous attention to detail
- A combination of warmth, competence and strength
- Takes initiative and works autonomously whilst also being a team player
- Advanced IT and computer skills including Microsoft office suite, Google Suite software applications WordPress, Adobe PDF, Mailchimp.
- Motivated by giving both clients and colleagues a positive experience
- Exceptional customer service, interpersonal and communication skills
- Strong conflict resolution and incident reporting skills
- An ability to build and maintain relationships with clients, team members, and stakeholders
- Minimum of 3-5 years experience in an administrative and/or reception role within a similar environment.
- Demonstrated experience with the Microsoft Office and practice management software.
- Knowledge and interest of a wide range of IT processes, products and services
- Excellent organisational and time management skills.
- Ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.
- Ability to work independently, with limited supervision.
- Exceptional interpersonal skills with the ability to work with a broad range of people from a variety of; backgrounds, ages and experiences.
- Enthusiasm to be continually learning and to work in accordance with the organisation's vision (spirit), code of ethics, policies and procedures.
- Experience in staff supervision, training, development, and hiring

### **Desirable**

- Familiarity with Nookal - Practice Management software, or similar practice administration software
- Working knowledge of Medicare, Private Health Insurances, NDIS health billing systems, and EPC/TCA
- Experience in health practices or working with vulnerable people
- A broad understanding of the Allied Health Industry, especially Osteopathy, Myotherapy, Podiatry and Exercise Physiology

### **Requirements:**

- At least 3-5 years experience in reception / administration
- Current Police Check (renewed every 5 years)
- Current First Aid Certificate
- A current Working with Children Check (renewed every 5 years)



Please send your resumes and cover letter to [yvette@bodyatboronia.com.au](mailto:yvette@bodyatboronia.com.au)