

Job Description Summary – Administration Officer

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| Job Title | Administration Officer |
| Supervisor | General Manager |
| Location | Metropolitan SA |
| Direct Reports | N/A |

JOB SUMMARY

The purpose of the Administration Officer is to provide reception and administrative support to all members of the PsychMed location team. The Administration Officer is part of the PsychMed team and works to provide professional and confidential administration services to support effective service delivery and day-to-day operations. The Administration Officer will be essential to ensuring the service provides a high level of care to the South Australian community. The Administration Officer is generally the first point of contact with the public. As such it is essential that they are pleasant, courteous, highly professional and able to interact with a wide and diverse consumer group, in a non-discriminatory and welcoming fashion. The Administration Officer will work proficiently in a fast-paced environment, and collaboratively with all including fellow staff, management, allied health practitioners and external providers.

RESPONSIBILITIES AND DUTIES

Providing administrative services to staff, management, allied health practitioners, external providers, and clientele.
Addressing phone and face to face enquiries in a confidential and private manner.
Maintenance of client records, including scheduling and confirming client appointments.
Assist in the open and close of clinic, ensuring the rooms are left in a clean and tidy state at end of each day.
Billing and accounts tasks including maintenance of cash books, invoicing, EFTPOS and HICAPS transactions, processing funded services (e.g. Medicare), and confirming lodgements with Medicare.
Scanning, faxing, photocopying, and emailing as required.
Preparation of client letters.
Other duties consistent with the position where required and/or requested by management from time to time.

JOB SPECIFICATIONS

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| Education | High School Equivalent |
| Knowledge | Knowledge of advanced computer skills including work processing, spreadsheets and database applications. |

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| Skills | Strong interpersonal skills, well organised, high level of verbal and written communication skills. Strong problem-solving skills, IT and attention to detail. |
| Ability | <p>Ability to effectively communicate with people at all levels of the business.</p> <p>Ability to deal with sensitive and confidential information.</p> <p>Ability to work collaboratively with a wide range of stakeholders.</p> <p>Ability to listen and reflect on constructive feedback.</p> <p>Ability to be open to new ideas.</p> <p>Ability to critically analyse information.</p> <p>Ability to apply learned knowledge.</p> <p>Ability to remain calm under pressure.</p> <p>Ability to act in a professional manner.</p> |
| Other | <p>Experience using Microsoft Suite (Word, Excel and PowerPoint).</p> <p>Experience using electronic filing and medical software (e.g. MasterCare).</p> <p>Must be flexible and able to take managerial direction as required.</p> <p>Willingness to engage in a team-based environment.</p> |
| JOB CONTEXT | <p>Indoors</p> <p>Office</p> <p>Business clothes</p> <p>Very minimal environmental or job hazards</p> |