

Position Description

Position Title:	Reception & Administration Officer
Classification:	Stream A - Admin, Band 1

Purpose of the Role

The Reception and Administration Officer undertakes day-to-day reception, general office and administration duties to ensure the smooth running of the Dubbo office.

Key Relationships

This position reports to the Corporate Services Manager (or nominated delegate) and will work flexibly within Marathon Health's administration team. The role has working relationships with Marathon Health employees, contractors and stakeholders by providing administrative support functions.

Position Responsibilities

Responsibilities for this position include, but are not limited to:

- Uphold a high level of customer service and friendly disposition towards clients, staff and stakeholders.
- Carry out general reception and office administrative duties including answering phones, fielding enquiries, welcoming visitors and participants, overseeing room and vehicle bookings, mail collection and distribution, organising catering, office supplies etc
- Planning for internal workshops, forums and meetings including preparation of support materials, room and travel bookings and catering.
- Ensure cleanliness and professional presentation in all areas (e.g. office, meeting areas, kitchens, bathrooms, vehicles etc).
- Fleet Management including monthly safety checks, co-ordinate vehicle cleaning and booking scheduled services.
- Provide data and administration support for clinicians – including: receiving clients, data entry, scanning and uploading documents, Medicare billing, batching and electronic claims, travel bookings etc
- Undertake delegated tasks and assignments under the direction of Dubbo based managers
- Maintain accurate records, files and data in accordance with privacy law, contract obligations, policies and procedures.
- Liaise as appropriate regarding expenditure; maintain and reconcile Marathon Health credit card; adhere to Marathon Health's Finance policies and procedures.
- Maintain WH&S and security of the office and assets (i.e. ensure regular maintenance of alarms and access system, secure keys and maintain key register, maintain staff access code register, secure and maintain vehicle keys).
- Review office systems and procedures to improve efficiency and effectiveness.

Other Duties

- Demonstrate and uphold our values at all times.
- Comply with the Work Health and Safety policies and procedures at all times.
- Undertake continuing professional development as required to ensure job skills remain current.

- Attend/participate in out-of-hours meetings and functions as required.
- Participate in staff activities and processes.
- Identify and participate in continuous quality improvement opportunities.
- Actively participate in annual performance planning and review activities.
- Maintain a working knowledge of all equipment used in the office.
- Other duties as directed from time to time.

Our Values

Staff are expected to demonstrate our **ICARE** values:

Integrity & Trust

Collaboration & Innovation

Achievement & Excellence

Respect & Empowerment

Empathy & Understanding

Special Job Requirements

1. National Police Check with a satisfactory outcome and Working With Children Check clearance for paid work
2. NDIS Worker Screening check, qualifications and professional registration as applicable to this role
3. Eligibility to work in Australia
4. Valid Australian Drivers Licence

Note:

This position description is not a duty statement; it is only intended to provide an outline of the key responsibilities of the position. Employees are expected to carry out any duties, within the scope of their ability, that are necessary to fulfil the position objectives.

It is expected that this position description will change over time due to the nature of Marathon Health activities. A flexible attitude to change is expected of staff. Any proposed changes will be discussed with you.

I, the undersigned, agree to be employed under the terms and conditions as detailed in this position description.

Signed _____

Date _____

Print Name _____

Selection Criteria

Essential

- Excellent customer service skills.
- Demonstrated experience providing strong administrative support.
- Proven strong computer skills including a proficiency in Microsoft Office Suite; primarily Word, Excel, and Outlook.
- Demonstrated accurate data entry skills.
- Professional verbal and written communication skills.
- Demonstrated ability to work effectively in a team environment.
- Excellent organisational and time management skills, with the ability to manage priorities and meet deadlines.
- Current drivers' licence.

Desirable

- Medical literacy and experience working in a health environment.
- Experience working in client management data bases.