

## **Allied Health Reception, Customer Service and Admin Officer**

Are you a highly organised and friendly individual who loves to make a difference in people's lives?

Marion Physiotherapy and Advanced Pain Solutions is seeking a casual Allied Health Receptionist to join our busy multidisciplinary clinic which provides Physiotherapy, Psychology, Dietetics & Nutrition, Remedial Massage and Naturopathy services. This role is essential in ensuring our clinic runs smoothly, providing excellent service to both our clients and practitioners.

Our reception team are an integral part of our clients' treatment process, as they create a sense of safety and care that impacts our client's wellness outcomes throughout their journey with us. This starts from the very first phone call.

The ability to multitask in a busy stimulating environment, while maintaining excellent customer service and a client centred approach is a must.

### **The Role:**

We are seeking a person with the flexibility to work 2-3 afternoon/evening shifts (8pm close) per week, plus additional hours to help with sick and holiday leave.

### **Key responsibilities:**

- Greeting clients, often with complex needs, creating a friendly, positive, engaging, motivating and inclusive environment at each point of connection
- Working in front-of-house reception, billing and scheduling appointments, managing phone enquiries and bookings
- Supporting our individual practitioners
- Processing clients' payments including HICAPS/Eftpos and cash
- Responding to email requests from clients, Practitioners, Support Coordinators and Case Managers
- Supporting our practice manager with multiple administration duties of the clinic including invoicing and account payments
- Opening and closing procedures
- Basic housekeeping

### **Requirements and skills:**

- Attention to detail and ability to remain calm with a client focus when under pressure
- Billing and processing payments including HICPAS/Eftpos and cash. Experience with HICAPS and understanding of Private Health/Medicare systems desirable.
- Scheduling appointments, managing phone enquiries and bookings
- Responding to email requests from clients, Practitioners, Support Coordinators and Case Managers
- Invoicing and account payments
- Opening and closing procedures
- Basic housekeeping
- Experience in Nookal or similar software desirable

**Benefits:**

The pay rate will be in line with the Health Professionals and Support Services Award

Despite being a large, busy clinic we are a close-knit, supportive and fun team with social events and catch ups, and are looking for someone who can work as part of a cohesive admin team and contribute to a happy and positive environment for all staff and clients.

**Please only apply if you are able to work evenings up to 8pm and have the flexibility to cover sickness and holidays**, with clinic hours between 7:30am – 8pm Monday – Friday and Saturday mornings.

If this position is of interest to you, please send a cover letter along with your CV to Practice Manager Megan Spencer at [megan@marionphysio.com.au](mailto:megan@marionphysio.com.au)

*Successful candidates may be required to undertake a Police Check and Working with Children Check. Only successful applicants will be contacted.*